



FIRST NEWSLETTER JULY 2023

Expanding Our Customer Support: Introducing 24/7 Helpdesk and extended Support for Central Europe Headline 1

Rouven Lenz, VP Service Business & Operations

We are excited to enhance our customer support capabilities to better serve you. In this issue, we announce the launch of our new Customer Helpdesk, which includes extended support for Austria, Germany, and Switzerland along with the introduction of [24/7 assistance](#) for customers [who have opted for this service](#).

At [Bruker AXS](#), we understand the increased demand for speed and round-the-clock support in today's fast-paced world. We recognize that our customers are constantly challenging the status quo, and we are committed to supporting you every step of the way. That is why we are delighted to inform you that starting from June 1, 2023, Bruker AXS will provide 24/7 global customer support, ensuring that assistance is available whenever you need it.

Our dedicated team of highly trained remote support engineers will be available around the clock to assess your system and promptly resolve any issues you may encounter. This expanded support will enable us to deliver resolutions to you in a timely manner, minimizing disruptions to your operations.

In addition to our 24/7 support, customers from [Austria, Germany, and Switzerland](#) can now contact our Helpdesk for any service-related issues. Whether you have general questions or require technical assistance for your Bruker AXS equipment, our Helpdesk will be there to assist you.

Our admin Helpdesk is ready to assist with service visits, spare parts, service agreement requests, or status updates. Simply reach out to our dedicated team and they will ensure you are assisted promptly and efficiently.



To contact our Helpdesk, please find the following **NEW** contact details:

Germany		
	New Email address	New telephone number
Technical Helpdesk	service.baxs.de@bruker.com	+49 721 95 88 300
Admin Helpdesk	support.baxs.de@bruker.com	
Austria		
	New Email address	New telephone number
Technical Helpdesk	service.baxs.at@bruker.com	+43 141 70 990
Admin Helpdesk	support.baxs.at@bruker.com	
Switzerland		
	New Email address	New telephone number
Technical Helpdesk	service.baxs.ch@bruker.com	+41 31 528 20 20
Admin Helpdesk	support.baxs.ch@bruker.com	
Netherlands		
	New Email address	New telephone number
Technical Helpdesk	service.baxs.nl@bruker.com	+31 800 888 5555
Admin Helpdesk	support.baxs.nl@bruker.com	
Belgium		
	New Email address	New telephone number
Technical Helpdesk	service.baxs.be@bruker.com	+32 2880 5005
Admin Helpdesk	support.baxs.be@bruker.com	

Support Hours depend on the service plan:
Basic tier: Business hours, 8 am – 5 pm (times may differ locally)
Premium tier: up to 24 hours support

We are committed to delivering exceptional customer support and ensuring that you have a seamless experience with Bruker AXS. By expanding our support hours and including Central Europe, we aim to meet your evolving needs and provide you with the highest level of service.

We look forward to serving you better with our enhanced customer support offerings.

If you have any questions or require further assistance, please do not hesitate to reach out to our Helpdesk.