

CASE STUDY



One platform for 150,000 machines, nine brands, and zero manual handoffs.

How UNITED GRINDING digitized its after-sales service on a vendor-neutral infrastructure and connected it to SAP in days, not months.



"The ticketing was good. But quote and order capture, and spare-part identification, were still manual. It wasn't just slow and communication-heavy — it simply wasn't practical anymore."

Paul Kössl,

Head of Customer Care & Business Development,
UNITED GRINDING

1 The company

UNITED GRINDING is the world's leading manufacturer of precision grinding machines — nine brands under one roof, 20+ production, service, and sales sites worldwide, serving automotive, aerospace, medical, tooling, energy, and heavy industry. Its installed base: 150,000 machines in the field and up to 70,000 spare parts in stock, supported by 550 customer-care staff across 50 helplines in 10 languages. Customer proximity isn't a slogan here. It's the product.

AT A GLANCE

150,000 machines served	9 brands, one platform	10 languages · 50 helplines	4 Days to connect to SAP
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2 The challenge

The ticketing worked. Everything around it didn't. Quotes, order capture, and spare-part identification were all manual — slow, communication-heavy, and increasingly unviable for a company serving 150,000 machines in 10 languages. And customer expectations were moving the other way: support could no longer stop at office hours. Operators expect answers 24/7.

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On top of that, the solution had to work across all nine brands and every market organization at once — one platform, one logic, one login. Most vendors couldn't do that. And critically, UNITED GRINDING refused to lock itself into a single manufacturer's ecosystem.

3 Why Transaction-Network

UNITED GRINDING had been searching for a long time — specifically for a vendor-neutral solution that could meet its standards. Transaction-Network was the one that convinced them on first contact.

The deciding factors:

Vendor-neutral by design:

one login and one interface across all nine brands, no lock-in.

SaaS, not a custom build:

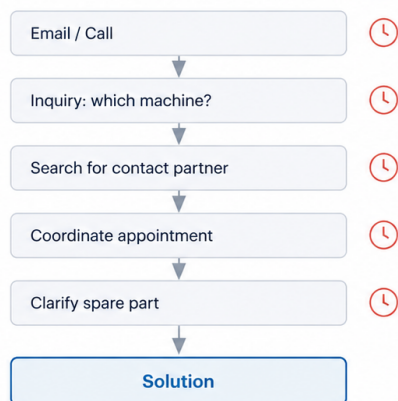
standardized interfaces, no bespoke development, no capital project, predictable cost.

Open architecture + dataX:

the data-integration layer let them plug into existing IT and SAP cleanly.

Today

Communication starts – and costs time.



⚠ The machine is down.
The bigger the goal is to get it running, not to repair.

With Transaction-Network

No calls. One workflow that runs.



Other systems may help to describe problems. Transaction-Network ensures they get resolved.

4 The rollout

This is where the story gets fast. The decision was made in early 2023. Implementation started immediately. The connection to the existing SAP system was clean and finished in a matter of days — because Transaction-Network is a SaaS platform with standardized interfaces, not a months-long custom integration.

The heaviest lift wasn't the software — it was cleaning up master data, which any serious solution would have required. And the operational users? **No training needed.** They found their way around the system immediately. The full install was complete by summer.

“Our operational users didn't even need training — they navigated the system right away. We went straight into live operation.”

Paul Kössl, UNITED GRINDING

5 The results

Today, all nine brands and all customers run on one platform — a digital information twin of every machine, available around the clock, down to the technical documentation and operating manual.

These things changed measurably:

Back office, unburdened. Orders flow straight through to SAP — no manual re-entry, so input errors are a thing of the past. That frees the team for higher-value work with customers.

Faster, self-service spare parts. 3D part identification lets customers decide instantly whether a technician is even needed — and raise a ticket on the spot if so.

Downtime, prevented. A maintenance calendar and full service history mean technicians often know which parts to bring before they arrive — catching failures before they become standstills.

New revenue, built in. The connected online shop opens cross- and up-selling across the full machine lifecycle.

“We were searching for a long time for a vendor-independent solution that met our standards. Transaction-Network convinced us on first contact. We definitely made the right decision — and found a strong partner for our after-sales service.”

Paul Kössl, Head of Customer Care & Business Development, UNITED GRINDING Group

Want this for your installed base?

If you operate a fleet of machines, we'll show you what a manufacturer-independent after-sales infrastructure for your machines looks like—seamlessly integrated into the systems you already use.

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