

Bergeon and SAVinsight: partners for efficient watchmaking after-sales service

BERGEON, the specialist in watchmaking tools, and the start-up SAVinsight, an expert in after-sales service, have joined forces to create a new partnership providing the exchange of services, know-how and skills to meet watchmaking customers' high quality requirements in terms of after-sales service. Through a worldwide network of certified service centers, SAVinsight guarantees a high level of repair process management to its customers. By equipping these service centers, BERGEON offers the latest generation of watchmaking tools.

The aim of this partnership between the tool Manufacturer BERGEON and SAVinsight, with its network of service centers, is to guarantee and provide watch brands with access to certified service centers of excellence through the exchange of services, know-how and skills.

SELECT, ADVISE, TRAIN AND CERTIFY

SAVinsight, launched in spring 2021 in Auvornier (Neuchâtel, Switzerland), is the only company of its kind and helps watch brands of all sizes and ranges in both the management and optimization of their after-sales service. This is achieved through the creation of new services, in particular the provision of an international network of certified service centers, currently being set up. "The members of our network must meet strict criteria of excellence in terms of technical skills, process management, infrastructure, equipment and tools. "We want them to use the best tools in the market and those commercialized by BERGEON meet our requirements perfectly", explains Roland Hirschi, SAVinsight's CEO.

ACCOMPANY, EQUIP AND PROVIDE TOOLS

BERGEON manufactures high quality watchmaking tools and equipment and has been collaborating with watch brands and service centers for over 230 years. As a reference in the market, BERGEON offers the most comprehensive range of watchmaking tools in the sector: from the simplest screwdriver to the complete watchmaker's bench. Constantly listening to its customers' needs, its R&D department is focused on the future. The company offers constant innovations through ever more efficient and qualitative tools. BERGEON equips watchmaking workshops and after-sales service centers of the latest generation. "Commitment, rigour, quality and innovation are the values promoted by this young start-up, SAVinsight, which are a perfect match for us", explains Vladimir Zennaro, BERGEON's General Manager.

A PARTNERSHIP OF EXCELLENCE IN THE WORLD OF WATCHMAKING AFTER-SALES SERVICE

The complementarity of the two companies is undeniable. Moreover, SAVinsight certified service centers will enjoy preferential commercial conditions when purchasing BERGEON equipment and tools and BERGEON's customers will benefit from SAVinsight's expertise in the organization and optimization of their service processes thus meeting Swiss watch brands' highest quality requirements worldwide. As Vladimir Zennaro summarizes: "Alone, we have ideas. Together, we have solutions!"

Contact BERGEON

Valdimir Zennaro : +41 32 933 60 00

<https://www.bergeon.swiss>

Contact SAVinsight

Roland Hirschi: +41 32 944 77 77

<https://www.savinsight.com>