



Press Release

TRUMPF's digital business model helps tackle shortage of skilled workers

Some 12 months have passed since TRUMPF began offering remote operation of its fully automated laser machines on a per-use basis // The Pay per Part business model helps users deal with a shortage of skilled labor and boost their productivity

Ditzingen, September 20, 2023 – Approximately one year ago, TRUMPF began offering sheet-metal fabricators the opportunity to use its fully automated TruLaser Center 7030 laser machine under a Pay per Part business model. TRUMPF provides customers with the high-performance machine and a material storage system on the basis of an equipment-as-a-service (EAAS) contract. Customers can then use the TruLaser Center 7030 for their own manufacturing requirements. The fully automated laser machine is equipped with cameras, sensors and remote-control systems. This enables TRUMPF to operate the machine from its Remote Control Center in Neukirch without the user having to be present all the time. “Pay per Part is yet another example of TRUMPF’s market-leading position in the realm of digital connectivity. We can operate the TruLaser Center 7030 remotely and use the machine data to improve the efficiency of the manufacturing process. That gives our users a competitive edge,” says Thomas Schneider, CTO at TRUMPF Machine Tools. The Pay per Part model enables TRUMPF to remotely schedule and control the operation of the manufacturing cell while also providing machine programming and maintenance services. In the event of machine failure, TRUMPF will be notified without delay and – in its own interest – move to remedy the problem as quickly as possible. Under this new business model, customers are only charged for parts that are actually manufactured.

Helping to tackle the shortage of skilled workers

One of the first companies to adopt this new model was Reiff Umformtechnik. Based in Leipheim, Germany, this metal-processing company supplies various industries including the mechanical engineering and vehicle manufacturing sectors. The shortage of skilled workers has presented it with some significant challenges. “We have huge numbers of orders coming in, but too few staff to



Press Release

keep our machines working at capacity. Pay per Part helps us increase machine availability and improve our production processes,” says Reiff. He also points to further benefits, such as the ability to deploy innovative technologies without having the personnel that would normally be required to program and operate them.

All-inclusive package for sheet-metal fabricators

Pay per Part allows companies to keep their machines operating without having to hire new labor. It also enables automated and cost-effective production of small batches – provided that the minimum agreed level of capacity utilization is met. Should a malfunction occur that cannot be remedied remotely, TRUMPF notifies the user and instructs them what to do. In addition, the team from TRUMPF is able to set up the machine to the customer’s exact requirements and leverage data analytics to obtain maximum productivity.

Greater customer focus

TRUMPF, too, benefits from Pay per Part. This new business model provides an in-depth understanding of customer requirements, thus enabling the high-tech company to undertake targeted improvements to its own machines and software. This, in turn, facilitates the development of new technology. Combined with the TruLaser Center 7030, the Pay per Part business model offers an attractive option for any company that has full order books and a shortage of skilled labor. TRUMPF currently offers the model in Germany, Austria, the Netherlands and Switzerland.

Pay per Part has cemented TRUMPF’s reputation as a pioneer of innovative business models in the global sheet-metal community. The remote-control technology used in the Pay per Part model won the Microsoft Intelligent Manufacturing Award in the "Scale!" category at Hannover Messe 2022.

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Press Release



Pay per Part

With its new Pay per Part business model, TRUMPF offers remote operation and maintenance of the TruLaser Center 7030 from its Neukirch location. (Source: TRUMPF)



TruLaser Center 7030

The Pay per Part model enables TRUMPF to remotely remedy faults and failures around the clock without the need for an employee to be present. (Source: TRUMPF)



About TRUMPF

TRUMPF is a high-tech company offering manufacturing solutions in the fields of machine tools and laser technology. The Company drives digital connectivity in the manufacturing through consulting, platform products and software. TRUMPF is a technology and market leader in highly versatile machine tools for sheet metal processing and in the field of industrial lasers.

In 2021/22, the company employed some 16,500 people and generated sales of about 4.2 billion euros (preliminary figures). With over 70 subsidiaries, the TRUMPF Group is represented in nearly every European country as well as in North America, South America and Asia. The company has production facilities in Germany, France, the United Kingdom, Italy, Austria, Switzerland, Poland, the Czech Republic, the United States, Mexico and China.

Find out more about TRUMPF at www.trumpf.com

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TRUMPF is a high-tech company offering manufacturing solutions in the fields of machine tools and laser technology. The Company drives digital connectivity in the manufacturing through consulting, platform products and software. TRUMPF is one of the technology and market leader in highly versatile machine tools for sheet metal processing and in the field of industrial lasers.

In 2022/23, the company employed some 17,900 people and generated sales of about 5.4 billion euros (preliminary figures). With over 90 companies, the TRUMPF Group is represented in nearly every European country as well as in North America, South America and Asia. The company has production facilities in Germany, France, the United Kingdom, Italy, Austria, Switzerland, Poland, the Czech Republic, the United States, Mexico and China.

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Press Release

Press contact:

Ramona Hönl
Spokesperson Additive Manufacturing, Group Communications
+49 7156 303-31251
Ramona.Hoenl@trumpf.com

TRUMPF SE + Co. KG, Johann-Maus-Straße 2, 71254 Ditzingen, Germany