DANFOSS LIMITED IN THE NEWS

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Danfoss adopts united approach

Bringing its UK Heating, Cooling and Drives divisions under one roof, Danfoss has unveiled its revamped facility at Denham, near London Heathrow. The refurbished site creates a new Customer Service Centre and Technical Support Department serving the three business segments. Having a united team serving all UK customers is part of the company's aim to becoming 'One Danfoss' in the UK to build a more collaborative and customer-centric organisation.

The Danfoss site in Bedford will continue to operate as the production facility for the company's electronic heating controls, including timers, programmers and electronic thermostatic radiator valves.

Dan Scott, Sales Director Heating UK, says: "We see this as an opportunity for closer working between business segments and the sharing of knowledge and resources, which will bring significant benefits for our customers."

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★ VENTILATION

DANFOSS UK UNITES UNDER ONE ROOF...

18 December 2017 By ***HPM Magazine***

Danfoss is bringing its UK heating, cooling and drives divisions under one roof at a new central location.

The company's existing facility at Denham has been completely remodelled and refurbished to create a new customer service centre (CSC) and technical support department serving the three business segments. Having a united team serving all UK customers marks another milestone on the company's journey to becoming 'One Danfoss' in the UK and building a more collaborative and customer-centric organisation.

Danfoss customers will be able to get in touch with the CSC and technical support teams at Denham using dedicated telephone, fax and email contacts. This will be complemented in due course with a new service cloud system, which will connect customers on one service platform for even faster enquiry handling and response times.

The Denham boardroom

The Denham facility comprises three state-of-the-art conference rooms, a new reception and catering break out area, as well as an 80-inch touch screen, which will be used to showcase the latest Danfoss product developments. The largely open plan working areas are connected by an IT system that will allow staff to move around seamlessly with connectivity assured throughout the building.