GINDUMAC fosters customer proximity with myGINDUMAC

(Kaiserslautern, 04/08/2024)

GINDUMAC is expanding its platform technology with the new myGINDUMAC customer portal. The company's aim is to make the entire process of selling and purchasing machines more transparent, efficient, and digital.

In the current version, customers can track their projects online and are informed about project progress and incoming payments in real time via status messages. The customer portal is integrated into the existing online platform (www.gindumac.com/my) and is accessible for registered users.

In addition to project management features, the personalized user accounts allow input processes on the platform, in sales and quotation requests, to be carried out with higher convenience.

Benedikt Ruf, Co-CEO of GINDUMAC: "With myGINDUMAC, we are using digital technology to create a new level of customer proximity that simultaneously creates transparency and increases efficiency. By introducing the customer portal, we are visibly underlining our claim to make transaction management in the purchase and sale of used machines as simple as possible."

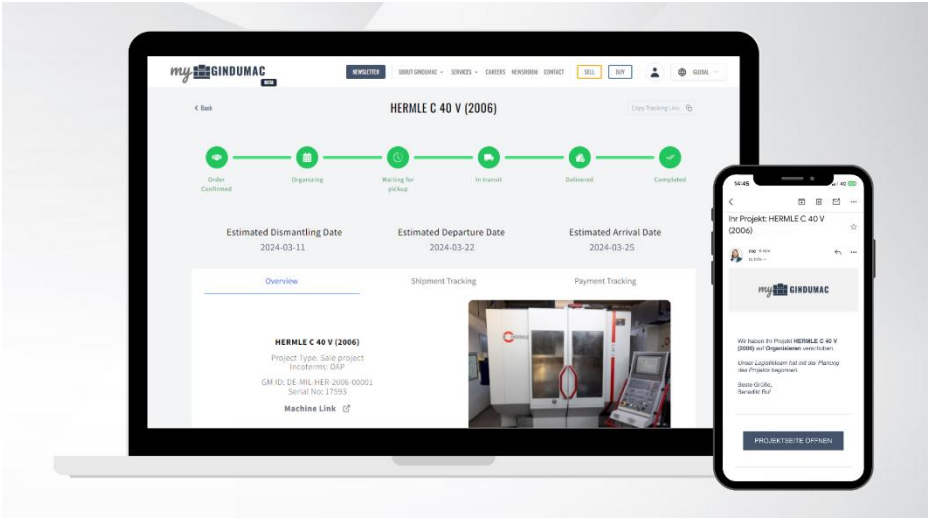
As a technology-driven company, GINDUMAC pursues a minimum viable product strategy. For the launch of the customer portal, the used machinery dealer is focusing on a beta version that will be gradually developed with new features in line with customer feedback. The plan for 2024 is to map the entire process chain for users, from machine evaluation to purchase and logistics processing through to project completion.

Daniel Kaiser, Co-CEO of GINDUMAC: "Global transactions with used machines are complex. We make this complexity simple for our customers. With myGINDUMAC, we now have the right tool to ensure that digital and personal communication in project management can be even more customer-centric."

Access to myGINDUMAC is currently available to selected customers and will be open for all customer segments with new functionalities from initial contact to project completion in the course of 2024.

Press Image

Download on https://newsroom.gindumac.com/press



With the myGINDUMAC customer portal, GINDUMAC optimizes transparency and efficiency in the transaction management of used machines.

About GINDUMAC

GINDUMAC operates an online platform for global used machinery trading. For sellers and buyers of used industrial machinery, GINDUMAC offers complete transaction processing with an all-round carefree package. The company focuses on the back-to-back business of used metal, sheet metal and plastics processing machinery from various international manufacturers.

For more information, visit www.gindumac.com.

Press Contact

Benedikt Ruf
Co-CEO & Managing Partner

M: +49 173 273 1973
E: b.ruf@gindumac.com

GINDUMAC GmbH
Trippstadter Strasse 110
67663 Kaiserslautern
Germany