

Consolidating expertise within the group

Topwerk Establishes New Business Unit for After Sales Service

The Topwerk Group, an international technology leader in machinery and plant engineering for the building materials industry, is expanding its service portfolio by establishing the new Business Unit After Sales Service. The goal is to support customers worldwide efficiently, collaboratively, and with a future-oriented approach throughout the entire lifecycle of their plants.

With the new unit, Topwerk places customer needs consistently at the center. The familiar contacts in the existing Business Units remain unchanged, and the services will continue to be delivered directly by BUs. The new Business Unit provides a group-wide strategy in the background that creates additional value.

“The requirements of our customers are constantly evolving. With the new Business Unit, we are creating the foundation to remain a reliable partner in the future,” explains Robert Gruss, CEO of the Topwerk Group. “We combine proven strengths

with forward-looking solutions and make targeted investments in the further development of our service offering.”

Managing Director Patrick Hulbert, who will lead the new unit, also highlights the opportunities: “The establishment of this unit enables us to elevate our service offering to a new level. Our goal is to provide customers around the world with the best possible service – reliable, innovative, and tailored. Together, we are shaping the future and sustainably strengthening their competitiveness.”

By consolidating expertise within the group, customers will benefit even more from international experience and best practices. Digital services, AI-powered tools, and modern platforms increase transparency and efficiency. Optimized processes and international technician pools enable faster and more targeted support. The offering is complemented by practice-oriented training programs that enhance productivity and extend equipment lifespan.

The Topwerk Group is one of the world’s leading providers of machinery and plants for the building materials industry. With innovative solutions, global presence, and a strong focus on service, the company sets new standards in the industry. ■



Patrick Hulbert



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