

## **VECOPLAN EXPANDS AFTER-SALES OPERATIONS**

Vecoplan has augmented its after-sales department with new leadership and team members to better service its customers.

Leading the department is Mitchell Hall, a veteran in customer service with over 15 years' experience. Hall has worked in the financial and government industries where he managed call and walk-in service centers, risk management operations, and payment operations. Hall will oversee the replacement parts sales operations and technical services, which provide Vecoplan machine maintenance and repair.

Paula Gates has recently joined Vecoplan as the administrator to manage the company's field technical services. Bringing operational and customer service experience, Gates serves as the liaison between customers and Vecoplan's certified technicians that perform at customer sites.

The after-sales department has also hired five service technicians for both in-house and field positions to better serve its customers. "Vecoplan wants to provide the best service possible to our customers for the life of their machines, which often can last a decade or longer," says department manager Hall. "Offering maintenance and service by full-time employees who know our equipment intimately is a value-add for customers. We will be benchmarking ourselves against first-in-class service models to elevate the customer experience."

About Vecoplan: North Carolina-based Vecoplan, LLC, is the North American subsidiary of Vecoplan AG located in Germany. The company is a leader in the manufacture of industrial and mobile shredding equipment and recycling systems for virtually any material, selling into plastics, wood, biomass, recycling, and waste, and waste-to-energy markets.

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**Meta-Title:** Vecoplan Machine Technical Service

**Meta-Description:** Vecoplan Parts and Service department hires new leadership and technicians

**Keywords:** Vecoplan; shredder; customer service; spare parts; PM; preventive maintenance

**PRESS RELEASE**  
**October 6, 2021**

**Vecoplan**<sup>®</sup>

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**Captions:**



**Photo 1 of 2 (Attached):** Mitchell Hall heads up Vecoplan's after-sales department, which offers replacement parts and technical services.



**Photo 2 of 2 (Attached):** Vecoplan's Paula Gates is the liaison between customer and technicians in the service department.



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