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Personnel changes in customer support



After 20 years with the company, our long-time employee and colleague Falko Kayser entered his well-deserved retirement last month.

After many years of dedicated and reliable collaboration, he was given a ceremonial farewell. His last day at work was marked by appreciation, memories, and warm words. In the presence of colleagues and management, he reflected on his career as Head of the Support Department.

We thank him for his many years of loyalty and engagement and wish him all the best in this new phase of his life.

At the same time, we are delighted that Sven Winter, an experienced and dedicated individual, has taken over the management of the Support Department. He has been working for us as an IT Project Manager since March 2024 and took over as Head of the Support Department this year.

After more than twelve years in production planning at a medium-sized vehicle manufacturing company, he has increasingly focused on IT-related process optimization. In recent years, his focus has been particularly on the implementation and further development of ERP systems. His professional career is characterized by practical manufacturing knowledge, IT expertise, and project management, which today form the basis of his work at BDE Engineering.

His goal is to simultaneously ensure high service quality for our customers and implement innovative solutions to make support even more efficient and customer-focused. He also intends to further optimize internal support processes and develop the team in a targeted manner.

With his drive and comprehensive expertise, he will lead the department with new dynamism and fresh ideas. We look forward to working with him and look to the future with confidence.