

SIPA is fully operational and ready to help customers at home and abroad.

Dear partners,

I would like to inform all SIPA customers and partners that after a couple of months of partial plant activity due to Covid-19 regulations, since may 4th SIPA is back again fully operational and ready to provide a high level of support and services, through its local networks and via remote support, implementing videoconferencing systems and using “smart working” where needed.

Operations relating to shipment and supply are at full regime; IT systems for managing offers and parts are functional. As far as delivery of spare parts is concerned, we remain in a position to serve our customers, bearing in mind that there may well be temporary restrictions due to the intensification of controls for the clearance of goods in individual countries and to logistical delays. SIPA is fully active in minimizing any bottlenecks that may arise.

The evolution of this global pandemic, however, is difficult to predict, as are the changes in containment actions that each country adopts through introduction of internal restrictions and limitations on the movement of people. That is why SIPA wants to remain close to its customers via various initiatives to overcome limitations introduced for the containment of the coronavirus; for this reason, it has developed a smart, remote, approach to follow the installation of machines and systems.

Our service experts have developed special procedures that cover all installation steps, from the unloading of the machine parts through to the assembly and connection of all the functional groups. To carry out this activity, a local work team, to be led remotely by our experts, needs to be set up. This local team will be promptly assessed in relation to the situation of country restrictions and the availability of our staff. Depending on the situation, the team assigned to the activity can be composed of both SIPA technicians and certified collaborators of SIPA customers.

Our local branches are all operational to support our customers locally, both for sales and service support.

Please be assured that we are doing our utmost to ensure the success of your business.

We wish you the very best.

Antonio Narder
COO

