



SBS BÜHNENTECHNIK GMBH



我们的售后服务面向全球

*Our customer service worldwide*

机械工程与控制技术能力卓越  
Expertise in mechanical engineering  
and control technology

对全球300多家剧场、歌剧院和  
其他演出场所进行维护保养  
Support for more than  
300 theatres, opera houses and  
other venues worldwide

快速交货  
Fast delivery

24/7

24小时热线 / 30 分钟之内反馈  
24h hotline / Feedback within 30 minutes





# SBS 售后服务

## SBS customer service

目前我们的客服/售后部门为全球 300 多家演出单位提供服务，其中德国有 140 家，仅在柏林地区就有大约 30 个剧场、歌剧院和其他演出场所。这是该部门自 2008 年成立以来的一项重要发展成就。

The Maintenance / Customer Service department today supports more than 300 properties worldwide, 140 of which are in Germany. In the Berlin area alone, the team covers some 30 theatres, opera houses and other venues. This is a key development for the department, which was only founded in 2008.

# 为着客户满意 我们全力以赴



Customer satisfaction – we give it our all

在SBS舞台技术有限公司内部，售后服务部门备受肯定。同时，它也赢得了客户们的信赖，彼此之间的合作通常可延续数十年之久。

At SBS Bühnentechnik GmbH, the customer service department enjoys great respect. And customers are loyal to the department, too, most having worked with the company for several decades.





SBS 的客服和售后部门业务范围广泛，其中包括传统的维护保养、发生故障时的紧急协助以及备件的采购。当然，我们还为您提供全天候的帮助和支持，电话联系后 30 分钟内做出响应并提供解决方案。

对控制系统进行升级换代是售后服务部门的一项重要业务，也是该部门的一大优势。一方面，新的控制系统能够扩展现有机械设备的使用可能性；另一方面，系统的升级也能推动舞台技术设备的更新换代，以确保新的控制系统能够得到最充分的利用。

SBS 还在其总部所在地德累斯顿设立了一个培训基地，专门为客户提供培训会。来自客户方的代表可以在这里熟悉控制技术新产品。SBS 售后服务部的工程师们堪称多面手，具备机械、控制技术以及项目执行方面的知识和技能。面对其他国家的语言和文化，他们也能应对得当，迅速发现问题并提供条理清晰的解决方案。

SBS 售后部主管马丁·鲍尔指出：“对于客户而言，重要的是能够理解并领会我们的故障诊断。而对我们来说，重要的则是在公司本部拥有设计、机械和电控方面的专业团队，随时为我们提供技术支持。客户想要的就是快速而有效的解决方案，这才是重点。”

为了保持并提高服务水准，我们每半年就会举办一次培训活动。

At SBS, the maintenance and customer service department renders various services, including the classic tasks of maintenance, damage support and spare parts procurement. Help and support are, of course, available on demand, 24 hours a day and 7 days a week. Within 30 minutes of your call with the hotline, SBS will answer and set to finding a solution. One portfolio highlight is replacing ageing control systems with modern ones. That is one particular strength of the SBS customer service. On one hand, new control systems extend the range of ways in which existing stage machinery can

be used. On the other hand, they often inspire customers to replace their stage technology so as to make the most of their new control system. At the company's home town of Dresden, the department has training facilities, where customers' representatives are familiarised with the new control system versions. SBS customer services officers are basically all-rounders. They are well versed and skilled in mechanics, control systems and project management. They are at home in other languages and cultures, and quick to spot problems and offer clearly structured solutions. As Martin Bauer of the SBS customer service puts it, "When dealing with customers, it is important that they understand and can follow our fault diagnosis. And for us, it is important

that we have experts in design, mechanics and control systems at our home town to provide speedy support. Customers want a good, fast solution. That's the main point."

To maintain and even improve the high level of service, training is held regularly, at least every six months.

## 信任基础

尊重和信任是各大剧院技术人员与客服/售后部门员工合作的基调，这往往促成了 SBS 受剧院委托维护整个舞台机械，尽管 SBS 在设备安装阶段只提供了部分服务。

### Basis of trust

*Respect and trust are two values which typically describe how the technicians at the various venues work with the Maintenance / Customer Service representatives. That has often led to SBS being commissioned to maintain and service all the stage machinery, even when SBS was only responsible for installing certain parts of the equipment.*

# 专业领域技术过硬 寻找问题眼光精准

Experienced professionals with  
an eye for problems



“SBS舞台技术有限公司为马林斯基第二歌剧院提供并安装了完整的舞台机械。新歌剧院的舞台机械与世界上许多歌剧院不同，其核心就是迄今为止最复杂的移动布景车台系统之一。自2013年5月马林斯基第二歌剧院开业以来，我本人也结识了许多SBS售后部的工程师。

经过这么多年的共事，数度携手攻坚克难，我可以说：SBS售后服务部完全可以为自己感到自豪。他们是真正意义上的专家。他们能够迅速找出需要优化的故障组件或软件单元。他们不会对我们工作中产生的任何问题置之不理，也不会让我们得不到简单易懂的解答，总是设法快速解决问题。”

弗拉基米尔·马斯洛夫  
圣彼得堡马林斯基剧院技术总监

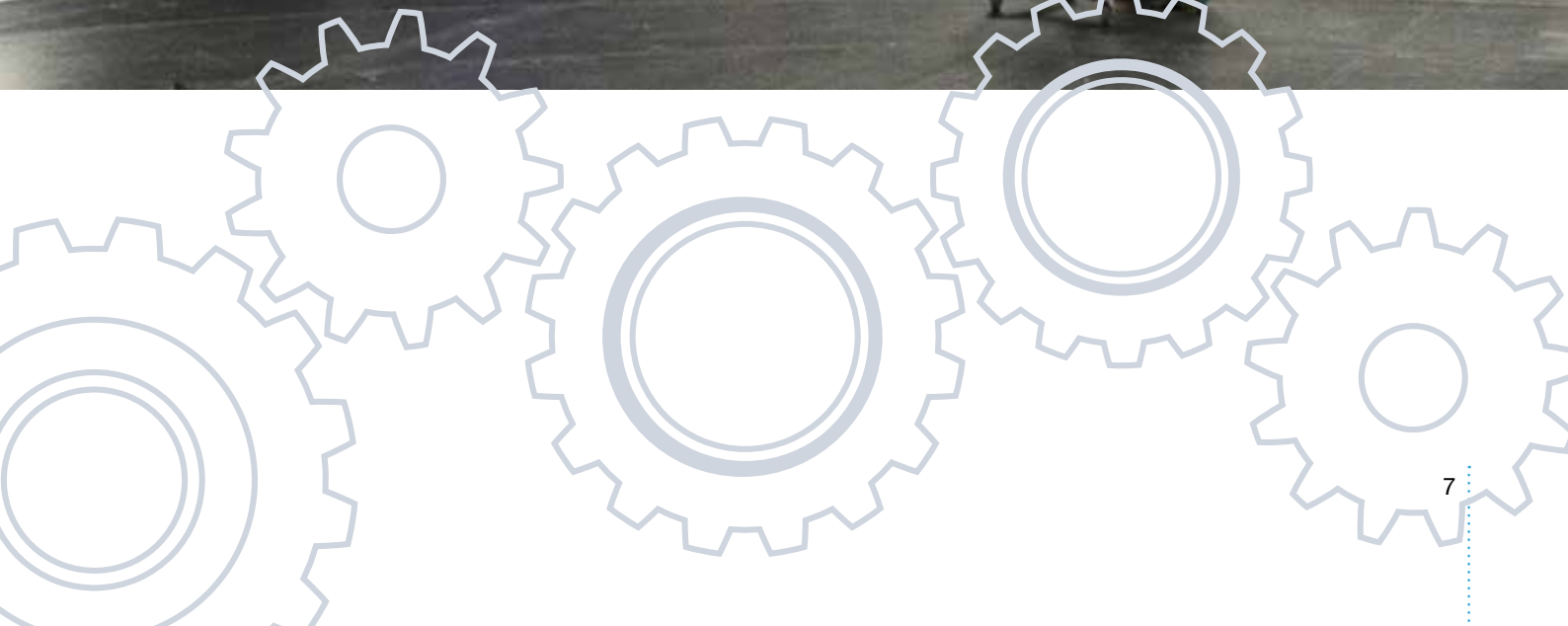


“SBS Bühnentechnik GmbH delivered and installed all the machinery for the Second Stage at the Mariinsky Opera House. This centrepiece, that sets the New Stage apart from those of many other opera houses around the world, is one of the most complicated systems of mobile scenery wagons ever to be installed in an opera house. The Second Stage was opened in May 2013, and since then I have got to know many of the staff at the SBS customer service department personally. After all these years, after many hours spent working together, after solving plenty of problems together, I can say just one

thing: the SBS customer service should be proud of themselves. They are professionals, in the best sense of the word. They are able to quickly work out which assembly has broken down or which piece of software needs to be optimised. The SBS service technicians never ignore any of the many questions that arise in the course of our work. They always provide a clear explanation and ensure that the job is done quickly.”

**Vladimir Maslov,**

Technical Director of the Mariinsky Theatre,  
St. Petersburg





对我而言，没有  
比这更有趣的工作了

No job could be more exciting to me





## 成长历程

### 成长历程

售后服务部门的业绩多年来持续增长，每年都有两到三个剧院发展为稳定的老客户。

### On course for growth

*The Maintenance/Customer Service department has been growing constantly for years. Every year, two or three theatres join the stable customer base.*

“作为优秀的售后服务技术人员，你必须熟知机械设备，就算是大螺旋或推链等特殊的机械设备也要如数家珍。此外，你还必须掌握一定的液压和控制技术。在SBS你必须如此。

当然，此事无法一蹴而就，须得日积月累。首先你必须对此感兴趣，一方面你必须善动脑筋，不能笨手笨脚。另一方面你需要同事的帮忙。每个人都有自己的技巧和窍门，在我们这里没有人会藏私，大家都乐于分享。

如果你在我们这里坚持下来并一路做下去，你很快就会成长为一名多面手，你也必须是一名多面手。我的意思是说，你在这个工地待上四、五天，再去另外一个完全不同的工地待上四、五天。有时候单独一个人，多数时候都是两人一起。也许这次是去哥本哈根，下次就是去上海。你必须展示出自己所长。有时候会有一些忙碌，但是当你顺利完成了工作，那种感觉是无可比拟的。那是一种快乐，一种自豪，一种强烈的感觉。

我是SBS售后服务人员，我结识了一群非常棒的人，在中国，在俄罗斯，在西班牙，以及在其他一些地方，我们共同解决了很多难题，这种感觉非常酷。”

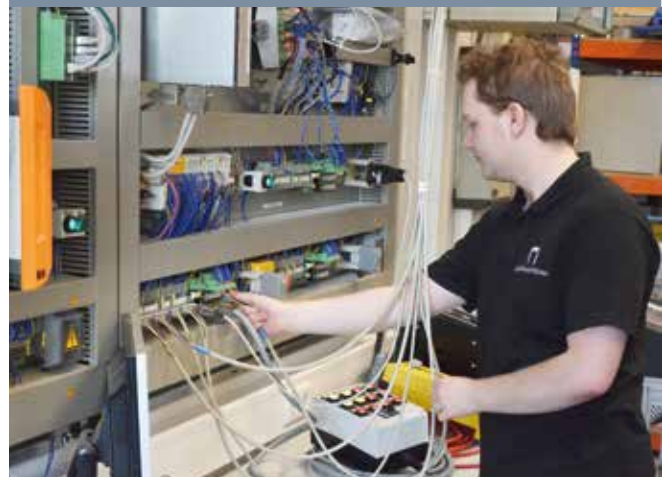
售后服务部代表：马库斯·伦克

**“As a good service technician, you have to have some idea of mechanics, even unusual things like Spiralift technology or push chains. You have to know something about hydraulics and, of course, control technology. At SBS you have to.**

Of course, that doesn't happen all at once, it develops gradually. Above all, you have to be interested in it. You need brains, and definitely can't be all thumbs. That's one thing. And then you need co-workers to help you. Everyone's got their own tricks and tips, and no-one keeps quiet about them.

So, if you stick with us and get on, you'll be a pretty great all-rounder, pretty fast. And you have to be. I mean, you're on one site for four or five days, then on a totally different one the next four or five days. Sometimes alone, sometimes in pairs. Sometimes you might be in Copenhagen, sometimes Shanghai. You have to show what you can do. It can be a bit stressful. But that's nothing considering the feeling you have when you've done it. Then you're happy and proud. It feels amazing. I'm an SBS customer service representative. I've got to know some really good people, in China, Russia, Spain and elsewhere. We've solved problems together. It's cool.”

Marcus Lenk, Customer service representative



# 24小时热线

+49 (0)172 353 1443



## SBS售后服务部

2008年成立

18名员工

学徒培训

不断精研机电一体化及先进的控制技术知识

售后业务涉及欧洲、亚洲、阿拉伯和南美洲的300多个剧场、歌剧院和其他演出场所

## SBS service department

Founded in 2008

18 staff

Apprenticeships

Expertise in mechanical engineering and control technology

Support for more than 300 theatres, opera houses and other venues in Europe, Asia, Arabia and South America

## 全球客户服务

24小时热线（德语和英语）  
30分钟之内反馈

在柏林、圣彼得堡、香港以及上海均设有售后服务中心

## Our services

24h hotline (German and English),  
Feedback within 30 minutes

Service centres in Berlin, St. Petersburg,  
Hong Kong and Shanghai

## 业务范围

提供维护保养/专业检查

提供紧急服务，包括修理和彻底检修

提供最高达30万欧元的改造翻新

提供备品备件

提供控制系统更新升级（操作台、中央计算机等）

## Business areas

Maintenance (servicing/expert inspection)

Breakdown and damage service with repairs and corrective maintenance

Renovation projects up to €300,000

Spare parts business

Control system updating (desks, central computer, etc.)



