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PRESS RELEASE

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BMG's Maintenance Program goes above and beyond!

Beaverton, MI (April 30th, 2025) – BMG is a global leader in full-service thermoforming packaging and automation technology. This group of highly skilled personnel has historically been the leader in the development and manufacturing of industry-changing improvements for the entire thermoforming end-to-end processes, which has benefited manufacturers of packaging products for years. BMG continues to engineer innovations that provide its customers with world-class end-to-end solutions, shorter developmental lead times, and outstanding executional design flexibility.

BMG takes the guesswork out of maintenance.

One of the most critical topics in the general packaging industry is whether customers will get the maintenance support they need after the sale, even if they are halfway around the world. The truth of the matter is that a lot of companies say they can provide maintenance at the highest level anywhere in the world, but BMG has proven it time and time again. BMG offers 24/7/365 customer service and maintenance support in over 85 countries worldwide. They have also created a global inventory for the most parts and wear items, specifically replacement parts, regardless of brand or manufacturer, ever in the industry's history. They like to tell their partners that if they need it, they have it; if they don't, they will engineer and make it. It's all about keeping clients up and running 24/7/365. They pride themselves on the ability to react to situations anywhere in the world at any time, day or night, to make sure their customers have what they need, when they need it, and where they need it. This helps their customers succeed in their mission to produce the best thermoformed packaging possible for their customers with minimal downtime in the event of a maintenance issue.

BMG gives you everything they know.

BMG has over 110 years of experience. Their specialists know your equipment from top to bottom, and they can help you set up a regular maintenance schedule for your technology to ensure that you get all the information you need to run it at optimal performance. Keeping a regular maintenance schedule is key to not only keeping an eye on regular wear items but also putting in place regular checks and balances that will keep your tech in spec for optimum running efficiencies. BMG can help you to understand what all that means and can assist in this process.

Remote training on select BMG products.

Building success with their customers means finding new ways for BMG to provide exceptional services and training to customers. They are pleased to offer instructor-led training classes that allow clients to gain critical knowledge for maintenance oversight and execution. Their goal is to give customers enhanced opportunities to learn new skills and further their thermoforming capabilities and expertise. The goal of this training is to educate clients' employees with the most up-to-date training that they can provide. BMG is constantly evolving and looking for better ways to help maintenance teams optimize production.

24/7/365, it's not just a data point. It's an expression of support that BMG holds near and dear to their hearts. They believe that they form a bond with their clients and offer them anything and everything when it comes to working out applicable solutions that fit their exact maintenance needs. They don't just design, engineer, manufacture, and sell; they are with their customers as a partner through the entire life of their manufacturing process, planning, installation, and execution, including the maintenance of their technology long-term. They want their customers' success to be their success as well.

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Our parts are your parts; keep them on your shelf.

Part of BMG's unique maintenance structure is called the "Critical Spare Parts Program," it allows them to premanufacture essential spare parts that can be held in their client's inventory at their location and on their shelves so that when the need arises, the turnaround times for getting machines back up and running is considerably less. Another unique feature is that clients don't get charged for these parts until they actually use them or have had them in their inventory for twelve months. All of these service attributes that they offer are part of a fundamental team relationship between BMG and its clients that, over time, strengthens the bond between partners.

BMG knows that one of the biggest hurdles in modern-day manufacturing maintenance is eliminating downtime. Sometimes, this is difficult to avoid. BMG's goal is to keep clients up and running so they can minimize any loss by performing regular maintenance on wear items and upgrades when necessary. They carry one of the most significant parts inventories in the world. Rest assured, if they don't have it, they'll get it; if they can't get it, they'll make it, period.

Act now, you'll be happy later.

Regular maintenance is the key to success and requires dedicated time to keep everything up and running. BMG provides its clients with any maintenance they might need when needed. Some clients are interested in creating a process where BMG just takes care of the heavy lifting, and others prefer to have them do it all. In the end, they want clients to be comfortable with the maintenance scenario that they are being offered. The key to any maintenance structure is having access to qualified technicians who can provide the service necessary to minimize any downtime. Clients can set up a routine schedule or call, email, or text to take care of emergencies and get the attention they need when they need it.

"We bring more experience, innovation, customer service, and technical support than any other company in the US or the world, for that matter. The experts who make up BMG are the best in their fields and have seen it all. If our customers have a question? We have the answer," said BMG CCO, CIO Jake Kowalewski.

Keeping clients up and running keeps BMG up at night.

BMG is unparalleled worldwide with its ability to be anywhere on the globe and help to maintain any customer faster than anyone else. They pride themselves on taking action on a regular basis to keep clients up and running. BMG knows what it means to be down and how it affects the bottom line.

ABOUT BMG

Headquartered in Beaverton, Michigan, USA. The new BMG is an award-winning thermoforming packaging/automation solutions leader focused on a customer-centric approach. We develop solutions that meet and exceed the unique requirements of each customer's application. BMG is a global organization representing the world's most extensive thermoforming portfolio, with international assistance available 24 hours a day. Operating in

major verticals that include automotive, medical, electronics, horticulture, food, and process automation, we bring to bear on each solution over 50 years of technological experience. BMG operates facilities and offices throughout North America, South America, Europe, the UK, Asia, and the Middle East. **Learn more at oneBMG.com, follow [@oneBMG](#) on LinkedIn, follow [@wearebmg](#) on Instagram, and like [@oneBMG](#) on Facebook.**