Amstetten, Austria – 04/02/2026

**LiSEC Technical Sales Support: The Swiss Army knife for the future of system planning**

In a world where success is decided by flexibility, efficiency and digitisation, LiSEC offers a powerful key for forward-looking system planning. When planning new machines and scalable systems, software solutions or modifications of existing production lines, LiSEC’s Technical Sales Support (TSS) sets new standards in system planning for flat glass processing. TSS is not just technical support – it is a forward-looking partner for realising high performance production solutions.

**Visionary planning starts with a solid foundation**

Future requirements are dynamic and LiSEC is facing them with a flexible, modular approach. From the initial idea to start-up, TSS offers sophisticated support throughout all project phases. It’s not just today’s solution that is in focus, but also what may be possible in the coming years when it comes to innovation, automation and integration.

“Even if the hall is already standing – we always plan so that our customers can grow with the further development of the market.” – *Alexander Unden, Senior Sales Support*

**Knowledge that is effective: Hundreds of projects as a source of experience**

A key success factor for the TSS is the ability to call on a comprehensive knowledge database of thousands of layouts and hundreds of system projects implemented around the world. Each of these projects provides valuable insight – from planning, implementation and daily practice. This collective experience flows systematically into new projects and enables the TSS to recognise potential challenges early, to use best practices and to apply innovative solutions quickly.

The result: mature, risk-optimised and future-proof system concepts that are based on tried and tested expertise, but still tailored individually to the customer.

“The fact is that our customers are just as specific as our solutions.” – *Alexander Unden, Senior Sales Support*

**The questionnaire: Your digital start into smart production**

The basis of all project planning is the LiSEC Machinery Quote Questionnaire. It is a digital foundation for recording all relevant parameters, such as:

* Infrastructure & production logistics
* Product diversity & format diversity
* Degree of automation & interfaces
* Energy requirements & sustainability goals
* Software integration & Industry 4.0 requirements

This structured recording forms the basis of scalable and future-proof systems that can be adapted flexibly to the changing requirements of the market.

The clearer the definition of goals, the more precise and faster the planning phase, all in terms of agile and future-oriented project implementation.

**Data-driven, simulated, networked: the new method of system planning**

Thanks to the help of digital tools such as system simulations and sophisticated performance forecasts, every system will already come to life virtually before the first screw is used in the future. Risks can be identified early, processed can be optimised and potentials can be visualised.

**More than consultants – a real innovation partner**

But LiSEC goes further: The TSS compiles detailed descriptions for work procedures and exact calculations for power inputs such as electricity and compressed air. Especially when it comes to modifications and modernisation of running production facilities, precise planning down to the millimetre matters. Queries are clarified, such as:

* How can installation be performed without production downtime?
* Which machines can continue to be used?
* How can the output remain stable during the conversion phase?

**Partnership at eye level – innovation through cooperation**

“We give our best for every customer and get the most out of our LiSEC solutions - tailored specifically to our customers!”, says Alexander Unden.

**Beyond engineering: Consultation with strategic foresight**

LiSEC Technical Sales Support does not just supply technical planning, but a **strategic production architecture**. This includes:

* Sustainability evaluations & energy optimisation
* Greenfield projects
* AutoCAD planning for retrofit solutions & expansions
* Optimised installation concepts during ongoing production
* Intelligent use of existing machine fleets

The target: **Intelligent production systems** that are economical in the long term, can be connected digitally and are ecologically sustainable.

**Designing innovation together**

TSS considers itself a **driving force for innovation**, not just an implementer. Close cooperation with customers does not just result in better solutions, it promotes technological advancements. Each project is a building block for a growing, learning system of knowledge, experience and smart technology.

**“The customer with their goals, challenges and visions is always at the heart of everything we do – from the initial idea to ongoing production. Our task is not just to supply solutions but to design the future together with the customer.”** – *Michael Palmanshofer, Head of Technical Sales Support at LiSEC*

Photos: © LiSEC

**Ein Bild, das Kleidung, Person, Mann, Menschliches Gesicht enthält.

KI-generierte Inhalte können fehlerhaft sein.**

© LiSEC; When visions take shape: In Technical Sales Support, the next LiSEC plant is created together with customers.

Ein Bild, das Kleidung, Person, Mann, Menschliches Gesicht enthält.

KI-generierte Inhalte können fehlerhaft sein.

© LiSEC; Planning phase in focus: Technical Sales Support works together with customers on the LiSEC plant.

**About LiSEC**

With headquarters in Seitenstetten/Amstetten, Austria, LiSEC is a worldwide group of companies that has provided individual and extensive solutions in flat glass processing and refining for more than 60 years. In 2024, the group, with around 1,300 employees and 25 locations, generated total revenues of around EUR 300 million, with an export rate of more than 95 percent. LiSEC stands for high quality machines and systems, as well as integrated complete solutions including software along the entire process chain in flat glass processing. The product range comprises both standalone machines and complete production lines for glass cutting, glass edge and glass surface processing, producing insulated and laminated glass, as well as the underlying intra- and extra-logistics. Customers benefit from cooperating with a complete service provider that has comprehensive experience in implementing large projects and a global service network.

**Further information:**  
Claudia GUSCHLBAUER

Director of Marketing and Corporate Communications

Austria GmbH  
Peter-Lisec-Str. 1 – 3353 Seitenstetten, Austria  
Phone: +43 7477 405-1115  
Mobile: +43 660 871 58 03  
E-mail: [claudia.guschlbauer@lisec.com](mailto:claudia.guschlbauer@lisec.com) – [www.lisec.com](http://www.lisec.com/?utm_source=Press-Release&utm_medium=Word-PDF&utm_campaign=DE)