



# ***GROWTH NEEDS STRONG PARTNERS***

**CASE HISTORY**

***With safety, efficiency, and service: Zato supports Hoffmann Schrott on its path forward.***

Hoffmann Schrott & Metallhandel is a family-run metal recycling company based in Germersheim, Germany. Since the second generation joined in 2007, the business has grown from three employees to a modern operation with around 40 staff. The company focuses on high-quality material processing, operational safety, and efficient recycling solutions that support sustainable growth.

**Could you briefly tell us the history of your company and how the metal recycling sector has developed in recent years?**

Hello, my name is Patrick Hoffmann and I am the owner of Hoffmann Schrott und Metallhandel. I joined the company with my father back in 2007. At that time, we were, I believe, three employees, and yes, a lot has happened in the last years. Now we are in 2025. We are located in Germersheim and currently have around 40 employees.

**What operational challenges have you set for the coming years?**

At the moment, I actually don't want to say too much about this. I can only say that in the coming years, quality will play a major role for us.

**Have you already seen impacts in terms of production efficiency or a higher processed volume?**

With the Blue Devil, we of course have much better loading. This means that freight costs across Europe are naturally much cheaper per ton.

**What made you choose Zato as your technological partner?**

Yes, I have to say, I think I watched all the videos on YouTube at least 100 times. In recent months, I also travelled across Europe, visited several plants, large lines, and I was simply convinced. Also, the plant operators, whether in Spain, Portugal, or wherever that was, were very convinced. That simply convinced me of Zato. The difference why I chose Zato is simply not only the machine you buy, but also the service—which is extremely important—just as important as the machine itself.

The people around it, who advised me, trust, let's say... It is a major investment where you think carefully about which people you want to work with. With Edgar, Luigi, and Andreas, everything was just great and everything fit perfectly.

**How would you describe your experience with Zato's customer service?**

Regarding customer service, I am glad to say that we have not really needed it very often, almost not at all. The machine basically runs extremely well. For small things, they have a good solution: a WhatsApp group, where our employees are connected, and they simply write in there. Whether German, English, Spanish, or Portuguese, they normally get an immediate answer and that is great. We were also very satisfied with the installation: Daniel was here from Italy, extremely well trained people, I really must say. Very friendly and everything worked perfectly.

**How do you see your company in 5 years?**

My goal has always been to continuously move the company forward. I think if you look back at what has happened to us in the last 20 years, it says a lot about me and about my team. That's how I would like to continue

things in the coming years. What is nice is that my youngest brother, Philipp Hoffmann, has now been with us for 5 years, strongly by my side. The next generation is already waiting with great interest, and then we will see what happens in the coming years.



**What role could Zato play in your future developments?**

Zato will definitely be a strong partner for us in the coming years. That is actually all I want to say on this aspect for now. Let's see what comes.

**Are you already thinking about expanding the plant?**

Yes, the planning is actually already mostly completed. Unfortunately, I cannot say anything about the details today. I can only tell you that we have been planning for months and the project is going to be really great—and more on that in the next episode.



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