

# SSI SCHAEFER Maintenance Philosophy (SMP)

An enhanced methodology for SSI SCHAEFER Resident Maintenance, ensuring that we provide "More than just a service" to our customers

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**SSI SCHAEFER**



## **An Introduction to SSI SCHAEFER Maintenance Philosophy (SMP)**

SSI SCHAEFER has always been committed to Customer Service & Support (CSS). As the group continues to grow and the skillsets of our employees diversifies, we feel it is important to have standardized global processes for all maintenance and support work that we do. This is what we call SMP.

At the center of the SSI SCHAEFER Maintenance Philosophy sit three core elements:

- Competent people (SSI Resident Maintenance® team)
- Engineering and maintenance best practice processes
- Integrated service tools and systems





#### **Benefits to you at a glance**

- SSI SCHAEFER is your specialist and becomes your trusted partner, which enables you to concentrate on your core business
- Our team leads you through the process of maintaining your system throughout its lifecycle
- Our services are efficient and cost effective because we provide them from one source
- Our proactive approach to support helps you improve the service provided to YOUR customers, which maximizes ROI
- Our team guarantees the fulfillment of the agreed performance levels where required
- We use a no surprises approach, to reduce risks and outgoings, and limit the unexpected need for technical resources

# Best Practice Processes

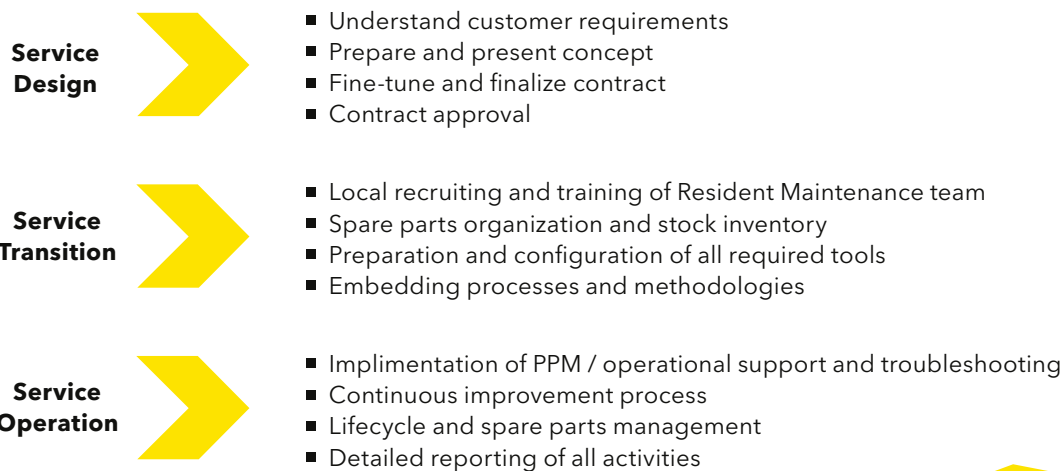
The Enhanced SSI SCHAEFER Resident Maintenance Methodology. SMP has been designed to introduce one process for all services across mechanical, electrical, Programmable Logic Controller (PLC) and IT. Using a bespoke customer management approach, the SSI SCHAEFER team strives to become your Senior Service Partner that can help your business to master future trends of the industry by offering a wide range of predictive services.

The main objectives of SMP are to focus on supporting all of the system (business) requirements, to exceed legal requirements in regards to health and safety and to provide customer systems.

Our approach to maintaining your system is based on our knowledge of the component lifecycle, meaning we make changes proactively not reactively. By introducing a global standardization for all processes, systems and reporting, we are confident in providing robust support service to enable our customers to continue business as usual.

## The key stages of SMP implementation

To ensure that our philosophy provides “More than just a Service” to each customer, we follow the process below. During the initial phase of Resident Maintenance (Service Design), we work with you to tailor the service to the individual business requirements. During Service Transition, we provide the best possible employees and prepare everything for the operation to go live. Service Operation is the day to day practice of SMP and everything it stands for. This is where we help you to run your systems as efficiently as possible.







## Integrated Tools

Comprehensive, powerful and integrated global tools, which focus on the delivery of KPIs and SLAs

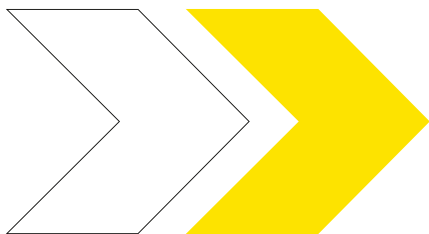
SMP is ultimately a combination of people, processes and technology, which, when combined, provide a proactive and efficient service of maintenance and process optimization. Intelligent system reporting enables the SSI SCHAEFER team to monitor activity within a system, meaning that when problems do occur, we can trace the root cause.

When identified, we use SMP systems and processes to implement preventive actions and measures to reduce the chance of re-occurrence. Throughout this process, we also use learning and knowledge management systems, which support continuous improvement and long-term system planning.

All processes are directly built into SSI SCHAEFER standard tools, which we implement as part of the standard Resident Maintenance package. SMP has been designed to break the reactive maintenance cycle so, by using integrated tools, we can provide "More than just a Service" to you.

### Corrective & preventive actions within SMP

- Issue Management
- Incident Management
- Problem Management
- Change Management
- Defect Management



### Stand-alone Services

Spare Parts Packages

Spare & Wear Parts Supply

Spare Parts Repair

Refurbishments & Rebuilds

Enhancement Projects

Change Requests (CRs)

Server Hardware & Software Upgrades

Training & Certification



# Traditional Scope of Service From Customer Service & Support

As a customer focused organization, SSI SCHAEFER takes great pride in ensuring that our customer sites have maximum availability. We understand that service and support requirements are different for each customer. Therefore, we provide a variety of support solutions depending on your individual needs.

**Stand-alone services are provided as individual services.**  
**A service and support contract is provided as a package of services.**  
**SSI Resident Maintenance® is our highest level solution as it includes all maintenance and support services that we offer.**  
**Our customers have the option of all services that are detailed across the three columns below.**

Service and Support Contracts	SSI Resident Maintenance®
Technical Support (Hotline)	Planned Preventive Maintenance (PPM)
System Monitoring	Technical Resolution (Corrective Maintenance)
Call Out Service	Operational Resolution (First Fix)
Inspection	Operational Support (Control Room)
Maintenance	Reports & Audits
Safety Inspection	SLAs & KPIs
Rack Inspection	

# Six Reasons For Choosing SSI SCHAEFER

## ■ **Stability**

As a financially independent family business, SSI SCHAEFER is committed to long-term solutions. You can trust that our team of experts will be there for you today, tomorrow and in years to come.

## ■ **Efficiency**

SSI SCHAEFER solutions are scalable and able to grow with your business. You can always upgrade or retrofit.

## ■ **Quality**

As a systems specialist and original equipment manufacturer, SSI SCHAEFER provides tailor-made and high-quality solutions from a single source, specifically designed to meet your challenges.

## ■ **Reliability**

Thanks to our worldwide Customer Service & Support network, SSI SCHAEFER ensures smooth operation of your system, both during and after installation.

## ■ **Know-how**

SSI SCHAEFER solutions are always up-to-date with the latest technological standards and can be easily integrated into an existing (IT) landscape.

## ■ **Internationality**

As a global organization, SSI SCHAEFER has local offices worldwide. With over 70 operative subsidiaries, our team of experts speak your language.

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