

2023/2024 | **Chapter F**

Customer Service & Support

Extract from general catalog

[ssi-schaefer.com](https://www.ssi-schaefer.com)

SSI SCHAEFER - Comprehensive Solutions and Services for Your Intralogistics

Future-proof logistics solutions must fit seamlessly into your operational processes, be infinitely expandable, and adapt flexibly to new conditions. This requires experts who do not think in terms of individual solutions but in terms of systems.

At SSI SCHAEFER, a combination of this integrated system philosophy, our broad product portfolio and extensive services are the basis of our success.



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Customer Service & Support 4.0: The Future is Now

Digitalization is not only revolutionizing production and logistics but also subsequent business processes such as service and support. SSI SCHAEFER offers you a broad portfolio of services, which utilize state-of-the-art technologies such as augmented support or data-driven prevention. You convert your processes to Industry 4.0 - we assist you with Customer Service & Support 4.0. Our Service Account Managers serve as your central contact person for all service inquiries and also compile your tailored service package.

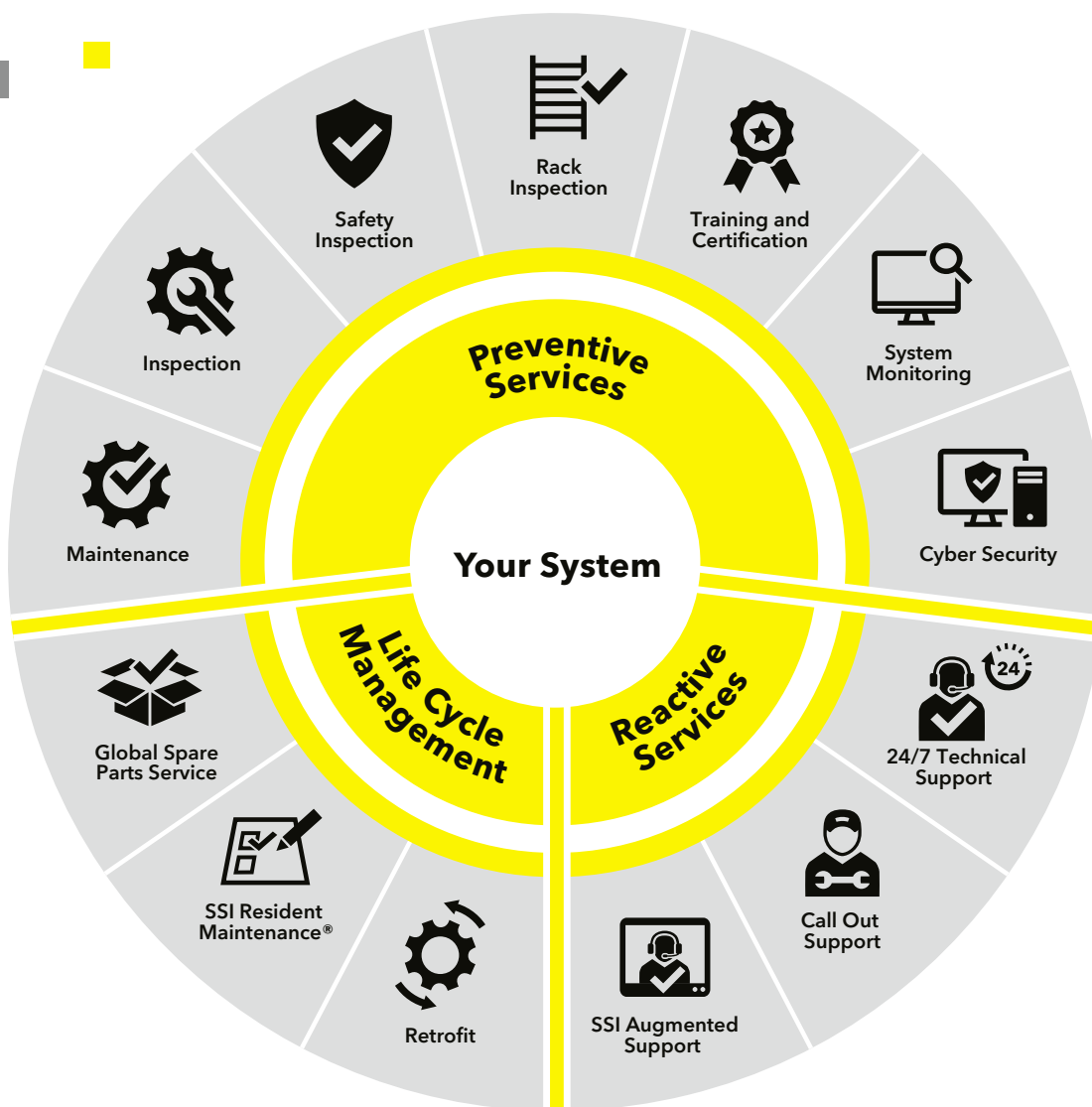
At SSI SCHAEFER, we understand that maximum availability and rapid reaction when service is required are critical to successfully operate a complex logistics system.

We are there for you and offer you competent support. We flexibly adapt our services to your needs and requirements - wherever and whenever you need them and for every scope.



Preventive Services:
Optimum system protection

SSI SCHAEFER carries out maintenance activities, inspections, safety inspections and system monitoring with qualified technicians. We also offer comprehensive trainings for the correct handling and maintenance of your system.



Life cycle management:
Service life extension

Extend the service life of your system with complete on-site service from our technicians, through modernization or expansion along with original spare parts from our web shop.

Reactive Services:
Rapid problem solving

If a fault occurs with your equipment or system, SSI SCHAEFER is there to support you with innovative solutions up to 24 hours a day and 365 days a year.

Mandatory Annual Inspection for Storage Facilities

Storage facilities and racking systems are work equipment. In terms of safety, this equipment has to be inspected regularly by a qualified person. The process of these expert inspections are defined in the standard DIN EN 15635.

Our certified and experienced rack inspectors dispose of the required expertise to perform such expert inspections.

Contact us! We will provide advice and support.



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**Manual and auto-
mated racking are
subject to inspection**

**Manual and automated racking are
subject to inspection:**

- Modular shelvings
- Pallet rackings
- Drive-in rackings
- Drive-through rackings
- Cantilever rackings
- Live storage shelvings
- On-line shelvings
- Mezzanines
- Mobile rackings
- Multi-tier facilities





Modular shelving

Longspan racking

Pallet racking

Cantilever racking

On-line shelving / KDR shelving

Customer Service & Support

