

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

ssi-schaefer.com



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.

SMP comprises three core elements :

- Competent Resident Maintenance® team
- Best practice processes and standardisation
- Integrated service tools and systems

And is based on five pillars:

- Professional maintenance
- Problem analysis
- Focused improvement
- Training & education
- Health, safety, and administration



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 comprehensive maintenance approach is built on a holistic understanding of each component's lifecycle. With advanced predictive-maintenance capabilities and powerful business-intelligence tools, we identify optimization opportunities and potential risks early on, enabling proactive and targeted action. The global standardization of our processes, systems, and reporting ensures that you can rely on consistently dependable, forward-looking, and highly efficient service performance at all times.

The key stages of SMP implementation

"More than just service" - this principle guides our structured three-phase process. In the first phase of SSI Resident Maintenance® (Service Design), we develop a tailored service concept that is precisely aligned with your operational needs. During the second phase (Service Transition), SSI SCHAEFER establishes the complete service setup, ensuring your system transitions smoothly and seamlessly into daily operations. In the subsequent Service Operation phase, we apply SMP and all corresponding elements on a daily basis to maintain your system in optimal technical condition and to fully support your operational processes.

- Service Design**
 - Understand customer requirements
 - Prepare and present concept
 - Fine-tune and finalize contract
 - Contract approval
- Service Transition**
 - Proactive, strategically planned maintenance services for maximum availability
 - Continuous process optimization to enhance efficiency and system performance
 - Comprehensive lifecycle and spare-parts management for long-term operational reliability
 - Transparent service reports providing a solid basis for informed decisions and performance improvement
- Service Operation**
 - Implimentation of PPM / operational support and troubleshooting
 - Continuous improvement process
 - Lifecycle and spare parts management
 - Detailed reporting of all activities



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 by expert technicians 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.

In the event of emerging issues or operational disruptions, we use SMP systems and processes to derive targeted preventive measures and sustainably avoid repeat failures. We also leverage learning and knowledge-management systems to drive continuous improvement and support long-term, optimized 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

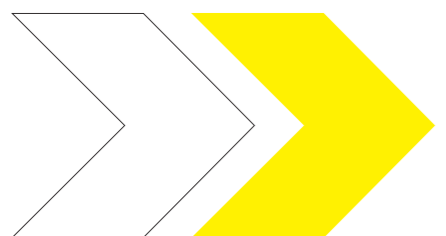
- Issue Management
- Incident Management
- Problem Management
- Change Management
- Defect Management



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.



- Stand-alone Services**
- Predictive Maintenance
 - Secure Remote Access
 - Spare Parts Packages
 - Spare & Wear Parts Supply
 - Spare Parts Repair
 - Refurbishments & Rebuilds
 - Enhancement Projects
 - Change Requests (CRs)
 - Server Hardware & Software Upgrades
 - Training & Certification

- Service and Support Contracts**
- Technical Support (Hotline)
 - System Monitoring
 - Call Out Service
 - Inspection
 - Maintenance
 - Safety Inspection
 - Rack Inspection

- SSI Resident Maintenance®**
- Strategic and preventive maintenance
 - Condition-based maintenance
 - Operational support / immediate and efficient troubleshooting
 - Operational support (Flow Desk)
 - Monitoring, reporting, and compliance checks

Seven 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 with its own production facility and software development department, 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 long term, both during and even long 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.

■ **Sustainability**

As a global intralogistics provider, SSI SCHAEFER is committed to sustainable, efficient and future-proof solutions. The company therefore contributes to the goals for sustainable development set by the United Nations.

■ **Internationality**

As a global organization, SSI SCHAEFER has local offices worldwide. With over 80 operative subsidiaries, our team of experts speak your language.

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