Customer Service & Support

Innovative service portfolio
for maximum availability
of all systems

ssi-schaefer.com

SSI SCHÄFER

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.

Those who know SSI SCHAEFER, know that we are exceptionally committed to our customers

This includes

- The commitment to always provide the optimum solution
- The commitment to always be there for our customers
- The commitment to always keep our promises

With over 70 operative subsidiaries and around 10,000 employees around the world, SSI SCHAEFER is an effective and reliable partner. SSI SCHAEFER is your long-term partner. Not only today but also tomorrow and in the future.

Integrated planning, control, verification, and communication: Software solutions for your intralogistics

Logistics software WAMAS
WAMAS, the proprietary logistics software from SSI SCHAEFER, represents the vital link between goods-in, storage, picking, and outbound delivery, as well as all interconnected process steps. Efficient warehouse operation is ensured thanks to clear visualizations and comprehensive tools for managing processes, resources, and inventory.

SAP logistics solutions
SSI SCHAEFER supports you in the selection, implementation and operation of SAP solutions. We offer you holistic solution expertise from a single source, ranging from consulting on process optimization and technical components of IT hardware to the implementation and customer-specific tailoring of SAP logistics products.

Efficient intralogistics and effective service and support is impossible without software. That is why successful lifecycle management and preventive maintenance require intelligent IT and service tools such as the smart WAMAS Maintenance Center and SSI SCHAEFER's comprehensive web shop for spare parts.

WAMAS Maintenance Center:
Winner of
- Product of the Year
- Best of Industry Award

Intelligent and networked service as a one-stop solution

Tailored and comprehensive service is a top priority at SSI SCHAEFER. Regardless of whether you need rapid troubleshooting, comprehensive systems protection or a solution to extend the life cycle of your system.

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 real-time 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:
Optimal system protection

SSI SCHAEFER carries out maintenance measures, inspections, safety checks as well as system monitoring and cyber security with qualified technicians. We offer comprehensive training for the correct operation and maintenance of your system.

Lifecycle management:
Service life extension

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

Secure Remote Access:
More control, less risk

The solution from SSI SCHAEFER addresses the limitations of traditional site-to-site VPNs by combining Virtual Desktop Infrastructure, two-factor authentication, and remote privileged access management.

Predictive Maintenance:
A look into the future

Machine downtime can be prevented, operations optimized, and long-term costs reduced. Unnecessary maintenance work is eliminated, and service activities can be planned early and precisely through intelligent data analytics.

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.

Reactive Services: Rapid and Reliable Problem Solving

We are there for you around the clock. Your system has to operate reliably day and night. That is why our support is available up to 24/7. Schaefer Global Call Management enables you to access our entire range of services and to obtain rapid support when needed. The direct connection via a Virtual Private Network (VPN) enables our technicians to remotely identify and rapidly resolve potential problems.

24/7 Technical Support

If a malfunction occurs with your system, our on-call service is available worldwide up to 24 hours a day, 365 days a year. During the initial telephone call, you will talk to our competent engineers and product managers who can provide you with comprehensive assistance.

- One central hotline number (24/7) and our Incident Tracking System (ITS), based on ITIL®-compliant processes including self-service
- Guaranteed reaction times
- Call reporting, call monitoring and customer feedbacks
- Use of worldwide escalation structures

Call Out Support

If the fault cannot be resolved over the telephone or via remote service, you will require a technician on location. SSI SCHAEFER employs qualified engineers for all areas at more than 90 service locations worldwide.

You benefit from:

- Constant availability of our qualified service technicians (24/7)
- A guaranteed, short response time
- Defined escalation mechanism
- Minimized problem duration and a significant increase in system availability

Preventive Services: Optimum and Comprehensive System Protection

Preventive maintenance is carried out by our specially trained service technicians with the help of a Computerized Maintenance Management System (CMMS). In addition to the actual maintenance activities, preventive services also include inspections, safety inspections, system monitoring, cyber security, along with training for your employees. You benefit from enhanced system availability through early defect and wear detection.

Maintenance

The maintenance activities include both the visual and acoustic assessment along with all activities that are necessary to maintain the system's specified condition.

SSI SCHAEFER carries out the maintenance with experienced and certified service technicians. As a result, any necessary work can be carried out in the course of the maintenance

Cyber Security

SSI SCHAEFER ensures maximum cyber-resilience through industry-leading IT security standards, continuous monitoring, and the professional structures of the Security Board.

From regular updates and application patching to system maintenance and tailored measures, the modular service portfolio offers maximum flexibility.

Safety Inspection

Operators in the European Union must carry out a safety inspection at least once a year in order to verify the safe condition of the system in accordance with country-specific directives such as EN 528.

- Proof that all personal protection devices function correctly and are effective
- Reduced costs as no additional inspections by a separate authority are required
- Less administrative overhead and production restrictions as the safety inspection is carried out together with other inspections and maintenance activities

System Monitoring

System monitoring encompasses all measures necessary to ensure that the warehouse computing systems remain operational over the long term.

- System monitoring (of hardware, operating system, database and application) via a monitoring tool and by qualified technicians via remote service
- Identification of potential faults through long-term observation
- Rapid reaction to system error messages
- Provision of performance data in a monthly report

Rack Inspection

The European standard EN 15635 "Application and maintenance of storage equipment" governs the scope and procedure for inspecting storage facilities. SSI SCHAEFER's own officially certified racking system inspectors have the technical expertise necessary to carry out qualified inspections. These visual inspections are carried out during operation. The results are documented accordingly and indicated by an inspection badge. If repairs are required, the replacement is carried out quickly and by a qualified employee. We only utilize original spare parts and, naturally, also handle the installation.

The following racking systems require inspection:

- Static racks
- Pallet racks
- Cantilever racks
- Drive-in racks
- Dynamic flow racks
- Multi-level facilities
- Flexible racks
- ORBITER® racks

Lifecycle Management: Service Life Extension and Enhanced Performance

SSI SCHAEFER offers customized solutions to extend the service life of your system. These range from professional system service carried out on-site by SSI Resident Maintenance® technicians, to effective warehouse modernization. This enables optimum lifecycle management.

SSI Resident Maintenance®

Local SSI Resident Maintenance® technicians provide full service and support assistance, enabling you to significantly reduce your company's own workload. SSI SCHAEFER carries out on-going and sustainable system servicing at a fixed price and with complete responsibility for the personnel.

Our technicians are not only thoroughly familiar with your system but also with your on-site processes. As a consequence, possible faults and bottlenecks can be identified at an early stage and rectified without delay. The use of modern planning software enables the agreed service work to be carried out in coordination with your operating times, interrupting your facility's operations as little as possible.

The benefits at a glance

- Certified SSI SCHAEFER service employees on location
- Highest possible system availability
- Maintenance of the entire system up to 24/7, if necessary
- Fastest possible reaction times and continuous optimization of your system
- Preventive maintenance of all system components
- Use of state-of-the-art planning tools to carry out maintenance in dynamic cycles
- Maintenance plans to schedule routine inspections for essential system components

Selection of our references

Carlsberg Danmark
grupo boticário
sölen
coop
XXXLutz
VECTURA
Nini
solar
EDEKA
T.J.MORRIS
FrieslandCampina
SANICARE Die Versandapotheke

Better, faster, more efficient: Improved warehouse performance through modernization

SSI SCHAEFER's retrofit services, for warehouse modernization, upgrade your system to state-of-the-art standards, extending the service life of your investment. We update SSI SCHAEFER systems and those from third parties by replacing components, expansions or IT modernizations rapidly and reliably and optimally integrate new material flows. Benefits at a glance: Increased productivity, optimized material flows, modern work station design and energy savings.

- **Modernization during operation:** SSI SCHAEFER modernizes your existing intralogistics rapidly and cost effectively during operation, minimizing your downtime.
- **Installation and control system modernization:** We modernize your system and replace obsolete components such as serial technology, inefficient drive systems requiring complex maintenance and outdated, proprietary control systems with energy-efficient units (SSI Sustainable Solutions). Modernizations can enhance performance by up to 30%.
- **Energy savings from SRM components:** Equipping the storage and retrieval machines (SRM) with modern control units creates extensive energy-saving potentials, e.g. with intelligent intermediate circuit couplings or energy feedback units.
- **Enhanced efficiency through expansions:** We add new aisles and conveying sections, adapt existing routes, replace components or change the rack design to create additional storage locations to sustainably enhance your efficiency.
- **Process optimization through IT modernization:** Replacing server and client hardware, operating system and database updates, modifying and expanding current IT processes or implementing a release change can all optimize your processes.

The benefits at a glance

- Modernization of the mechanical, electrical and control systems (software and hardware upgrades)
- System retrofits during operation: Modernization with minimum operating restrictions
- Optimization of organizational and storage processes
- Enhanced efficiency and longer service life
- "Grow as you go!" – the system grows with your business
- SSI Sustainable Solutions: Sustainability through energy savings

Services for Optimum Service Life

SSI SCHAEFER offers innovative solutions to optimally enhance the service life of your system and to deliver maximum performance and availability throughout its entire life cycle. Our services range from worldwide spare parts management to comprehensive trainings and certifications, and are tailored to match your specific needs and objectives.

Global Spare Parts Service

As a dedicated business partner, SSI SCHAEFER offers you a comprehensive spare parts service around the clock and from around the world. SSI SCHAEFER's services include processing spare parts orders and deliveries, creating spare parts lists, compiling spare parts packages and spare parts repairs.

Naturally, our service specialists also handle the on-site installation of the spare parts for you.

- Diverse spare parts packages contain both the minimum essential parts for the system availability, as well as the spare parts and wearing parts required throughout the entire warranty period
- Creation of specifically tailored spare parts packages depending on the system's specific requirements
- Service portal/web shop with system-specific parts documentation (order archive)
- Active end-of-life management with suitable alternatives
- Efficient solutions for your spare parts storage such as our LOGIMAT® storage lift

Training and Certification: Education for the correct use and maintenance of your system

Your facilities and systems need to be used correctly in order to achieve their full potential and prevent unnecessary downtime.

SSI SCHAEFER offers you and your employees the required training directly after commissioning and when needed. The training seminars are organized by specially formed teams and take place either at your premises or at our own in-house testing facility.

Here your employees can familiarize themselves with SSI SCHAEFER's technologies and learn how to use them in a controlled environment. The training is always concluded with a certificate.

The benefits at a glance

- Maintenance training for your employees at the system's location or at our technology center
- Operator and administrator training (optional re-training after changes in personnel)
- Combination of theory and practice
- Qualified trainers with extensive professional expertise (available in various languages)
- Online learning platform for continuous and independent training of your technicians

Extra Service With Smart State-of-the-Art Tools

Service Portal – WAMAS Maintenance Center

Big data is a central aspect of Industry 4.0. The focus is on the storage, consolidation and visualization of information in order to derive valid conclusions. The WAMAS Maintenance Center is the electronic service portal from SSI SCHAEFER to efficiently manage and control maintenance and repair work on your system

The comprehensive maintenance and repair history is available around the clock at the press of a button, enabling forward-looking maintenance planning. WAMAS Maintenance Center optimizes and documents the maintenance activities. During this process, it significantly enhances the maintenance efficiency and safeguards the availability of your system.

Winner of "Product of the Year" by magazine materialfluss and "Best of Industry Award" by MM MaschinenMarkt

The benefits at a glance:

- Paperless processes and electronic documentation of the maintenance activities
- Permanent availability of technical documentation such as maintenance instructions
- Continuous overview of your system's maintenance history
- Problem preventing via analysis of the long-term data
- Preventive maintenance planning and optimization
- Detailed list of the maintenance tasks for every component in the system
- Effective organization of the maintenance work
- List of used spare parts and convenient recording via our web shop in the service portal

Webshop

The SSI SCHAEFER Webshop provides access to original spare parts, order information, documentation, and your favorite items – anytime and anywhere. Deliveries are made on schedule and at a guaranteed fixed price.

The benefits at a glance:

- Transparent depiction of the entire system structure with reference to the corresponding station
- Integration of all sub-systems
- Order archiving for recurring orders
- Order and delivery tracking
- Intelligent item search
- Smart lifecycle expertise
- Complete documentation

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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