



## **CUSTOMER SERVICE & SUPPORT**

Customer oriented service – optimum system utilisation

# Customer Service & Support (CSS) – Customised Service

Maximum availability of all systems and quick response times to service and support requests are decisive factors for the successful operation of a complex logistics system. SSI Schaefer offers new and existing customers a wide portfolio of services ranging from support for mechatronics and software components to modernisation to overall preventive maintenance of fully automated logistics systems on site.

## **Your 24/7 service partner**

In order to meet increasing market demands, SSI Schaefer has combined competences for comprehensive service in the dedicated company division Customer Service & Support (CSS). This division deals with all issues regarding technical support, on-call availability of technicians, system monitoring, inspection and maintenance, on-site repair, spare parts service as well as consulting and training.

Furthermore, there is an increasing demand for system modernisation on the market. Retrofit projects help to update the intralogistics to be state-of-the-art fast and economically during live operation.



# Customised Service – Efficient System Utilisation

All SSI Schaefer service modules are summarised in a service agreement. This service agreement provides the customer with the option of professional aftercare of their systems to reduce possible down times to a minimum. This ensures continuous operational safety.

Service agreements can be concluded for all new and existing SSI Schaefer systems – even after expiration of the warranty period. The modular structure of the service agreement facilitates the compilation of a customer-specific, optimised service package.



## Services at a Glance



- Technical Support 24/7
- Technicians on Stand-by
- System Monitoring
- Inspection
- Preventive Maintenance
- Safety Check
- Spare Parts Service
- Troubleshooting
- Service Portal – CMMS
- Retrofit/System Optimisation
- SSI Resident Maintenance®
- Training and Certification

# Technical Support 24/7



Our customised range of services and maintenance is based on highest availability, safety and stability. You can access the entire range of technical services offered via Schaefer Global Call Management. This ranges from contact level up to third level support, from mechanics/electricians via IT specialists, including product development.

Via the direct uplink per VPN potential problems can be identified and resolved by our specialists via remote diagnostics. Short response times are guaranteed by SSI Schaefer.

## Your advantages:

- One central service number
- Availability around the clock (24/7)
- Central Call Logging (multi-lingual)
- Guaranteed response times
- Call routing to country-specific service organisations
- Call handling world-wide via central service tools
- Call monitoring and customer feedbacks (keep customer informed)
- Call reporting
- Utilisation of the world-wide escalation structures

# Technicians on Stand-by



If a technician is needed on-site because troubleshooting cannot be handled by phone or remote maintenance, SSI Schaefer is available within a minimal, guaranteed response time. To offer this, several service technicians work in parallel in more than 90 service bases world-wide.

Troubleshooting for your company is carried out fast and efficiently, following defined escalation guidelines. An extensive report is issued for every service assignment which provides the necessary transparency.

## Your advantages:

- Permanent availability of qualified service technicians (24/7)
- Guaranteed, short response times
- Minimisation of downtimes and therefore increased availability

# System Monitoring



System monitoring includes procedures which are necessary for long-term upkeep and operation of all warehouse computer systems.

## Your advantages:

- Information regarding the current status of the warehouse computer system in weekly/monthly reports
- Regular control by qualified personnel
- Fast response on system fault messages
- Early recognition of weak areas
- Identification of problems using long-term monitoring

# Inspection

Inspections primarily include optical and acoustic criteria for the status assessment of a system. Accurate recording of the actual status for the entire system is carried out by experienced service technicians who have detailed knowledge of the technology used.

## Your advantages:

- Knowledge of the actual status of the system in the inspection report
- Regular inspection by qualified personnel at fixed rates
- Increase of system availability through early recognition of problems and wear



# Preventive Maintenance

Maintenance also includes further measures which are necessary for the system's optimum condition. Maintenance is carried out by SSI Schaefer's skilled service technicians.

## Your advantages:

- Preventive maintenance by qualified personnel
- Increase of the system availability through early recognition of problems and wear
- Preventive measures and troubleshooting already during maintenance



# Safety Check

Operators in the European Union are required to carry out occupational safety-relevant inspections according to existing guidelines of the specific country at least once a year. SSI Schaefer can carry out examinations during inspections or preventive maintenance.

## Your advantages:

- Assurance of the correct function and execution of all safety-related devices
- Cost reduction as further tests are not necessary
- Less administrative expenses and production loss when combining execution with inspection/maintenance



# Spare Parts Service

We offer complete spare parts service to our customers, wherever needed and available around the clock. Our range of services covers processing and fulfilling spare parts orders and deliveries, creating spare parts lists and packages, and repairing spare parts. Our maintenance personnel and on-site service teams also handle installation of spare parts.

Orders can be placed 24 hours a day. Delivery of spare parts takes place within a guaranteed deadline, at fixed rates.

## Your advantages:

- Creation of an individual, customised spare parts package
- Organisation and processing of spare parts management
- Prompt processing and execution of spare parts orders
- Global spare parts management via our international service branches

# Troubleshooting



SSI Schaefer offers troubleshooting on-site.

## Our scope of services:

- Professional planning, processing and execution of service assignments and troubleshooting on-site
- Providing qualified personnel from the contractor
- Sending technicians
- Error remediation at the customer's site
- Writing work reports

# Service Portal – CMMS



## Our scope of services:

- Complete documentation of your SSI Schaefer system
- Web shop for spare parts, as well as wear and tear parts
- Computerised Maintenance Management System (CMMS): Managed service and maintenance, paperless documentation for all tasks, statistics for working time and material usage

## Your advantages:

- Customer-specific documentation available around the clock
- Efficient, transparent ordering process through web shop incl. order archive
- Quality optimisation of your service and maintenance

# Retrofit/System Optimisation



Demand for modernisation and optimisation is mainly due to new or changing requirements. New business areas, new products or changed market situations are decisive factors for questioning the efficiency and economy of a logistics system.

Warehouse performance can be significantly increased with new warehouse technology and software releases. Warehouse processes and commissioning procedures are optimised, costs are reduced. Former investments are updated to the status quo of market requirements.

## Your advantages:

- Minimal downtimes by coordinated modification scenario
- Minimisation of operating costs
- Operation and investment protection
- Increase of system availability

## Better, faster, more efficient – increase warehouse performance

Modernisation brings hidden potentials to light. Together, we analyse your logistics system and process with the target to significantly increase performance and economy.

## Facility analysis:

- Mechanics, electrical engineering, control
- Software and hardware

## Analysis of processes:

- Recording of actual data
- Definition of target processes
- Optimisation of the organisation and warehouse processes
- Implementation of new commissioning methods
- Expansion with new warehouse areas

## Planning and cost analysis:

- Extension/modernisation of the mechanics, electrical engineering, control
- Software and hardware – upgrade
- Cost-benefit calculation

## Implementation:

- Plant layout

# SSI Resident Maintenance®

## Competence on-site: with SSI Schaefer's technicians

If you would like to reduce the load on your company, place the maintenance of your facility – either completely or for support functions only – in the hands of our local SSI Resident Maintenance® technicians. For a fixed rate and with complete staff responsibility, SSI Schaefer organise the permanent and sustainable service for your facility.

Our engineers not only know the SSI Schaefer systems inside-out, they are also familiar with your processes on-site. They are able to identify possible errors or bottlenecks early and resolve them quickly. Using modern planning software, service operations are carried out in line with your operations: your regular processes are not interrupted.

### Our scope of services:

- Maintenance of the entire system, if requested up to 24/7
- The comprehensive maintenance plans define regular inspections for all essential system components
- Preventive maintenance of all facility parts
- Early identification of unused, worn parts and preventive replacement
- Utilisation of modern maintenance planning tools to carry out maintenance in dynamic cycles



### Your advantages:

- Fastest possible response times
- Continuous optimisation of your facility
- Maximum warehouse utilisation
- Service management

## Training and Certification

To fully exploit the potential of your facilities and systems, and to avoid downtimes, it is important to operate the equipment correctly. For this reason, we offer pertinent training courses for your staff, following commissioning and/or as required.

These training courses are organised by specially assigned teams and take place either directly at your site or at our inhouse test facility. In our technology centre, your staff can familiarise themselves with SSI Schaefer technology in a controlled environment and learn how to use the equipment properly. Upon completion of the training program, your employees will receive a certificate.

Our maintenance training courses are conducted exclusively by experienced service engineers who are of course regularly trained themselves. Naturally we offer all training courses in various languages.

### Your advantages:

- Execution of maintenance training for customers at SSI Schaefer and on site
- Operator training
- Administrator training
- Optional additional training after crew change





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