

CUSTOMER SERVICE & SUPPORT

Customer oriented service –
optimum system utilisation



Service solutions to support and improve customer operations

SSI SCHAEFER Automation: “Think Global – Act Local”

SSI SCHAEFER’s automation division is the leading supplier world-wide for project planning, design, implementation and maintenance for efficient intra-logistic solutions. With a comprehensive spectrum of market-driven products we generate individually tailored logistics solutions using standard components.

SSI SCHAEFER CSS – Your 24/7 service partner

As a world-wide “Solution Provider” the SSI SCHAEFER “Customer Service & Support” team offers a complete range of services. You benefit from years of know-how and world-wide experience from the SSI SCHAEFER group.

Highest availability for all systems and short service lead times are decisive parameters for successfully operating complex logistics systems. The service portfolio ranges from support of mechatronics and software components to complete on-site preventive maintenance for fully automated logistics systems.

The world-wide SSI SCHAEFER support network consists of more than 90 sales and service branches. It is available 7 days a week 24 hours a day, ensuring availability and expertise around the clock.



Customised service – efficient system utilisation

Service

All services offered by SSI SCHAEFER are combined in a service agreement. The finalisation of a service agreement offers professional follow-up maintenance for your plant ensuring that potential downtimes are reduced to a minimum and continuous operational reliability is achieved.

Service agreements are offered for all new and existing plants from SSI SCHAEFER at any time – even after expiration of the warranty period. The flexible structure of the service agreement makes it possible to offer a customer-specific service package.



Services at a glance

- Technical support 24/7
- Technicians on stand-by
- System monitoring
- Inspection
- Preventive maintenance
- Safety inspections
- Spare parts service
- Repairs
- Retrofits/plant modernisation
- SSI Schaefer Resident Maintenance®
- Consulting and training



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 (multilingual)
- 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

Technician Standby



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 engineers 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 engineers (24/7)
- Guaranteed, short response times
- Minimisation of downtime 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 engineers 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 own skilled service engineers.

Your advantages:

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



Safety Checks

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 such 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 are received 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



Repairs



SSI SCHAEFER offers on site repairs for all installed plants.

Your advantages:

- Professional planning, processing and execution of service assignments and repairs on site
- Assembly and start-up of plant extensions
- Modification of system components in the mechanics and control
- Modernisation/updates (release change) of IT-systems
- Adjusting software applications

Retrofit/Plant Modernisation

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.



Plant 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

Use

- 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 logistic system and process with the target to significantly increase performance and economy.



SSI Schaefer 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 plant – either completely or for support functions only – in the hands of our local SSI Schaefer Resident Maintenance® engineers. For a fixed rate and with complete staff responsibility, SSI SCHAEFER organises the permanent and sustainable service for your plant.

Your advantages:

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

Our SSI Schaefer Resident Maintenance® 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.

Your advantages:

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



Consulting and Training

To fully exploit the potential of your SSI SCHAEFER facilities and systems, and to avoid downtime, 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 Center, 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



Play it safe:

Annual inspection for storage equipment – European Norm EN 15635

Additionally to the normally repeated examinations according to EN 528 and EN 428 which are carried out by SSI SCHAEFER, the new European norm EN 15635 “Application and maintenance of storage equipment” is valid since the beginning of 2009.

Our own organisation-tested rack inspectors carry out visual checks and record the results. It is therefore documented that the operator has also used this safety-relevant measure. Systematic inspections considerably increase safety and are economic.

Detailed information on this topic can be found in our brochure “INSPECTION PASSED”, which can be downloaded from our Internet page www.ssi-schaefer.com.



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