



Press Release

FOR IMMEDIATE RELEASE

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Swisslog Launches New Customer Web Portal and Online Store

Spare Parts Can Now Be Ordered Online Using Credit Card or Purchase Order

DENVER, Colo. (March 3, 2010) – Swisslog, a leading provider of automated materials transport and pharmacy automation solutions for hospitals, today announced that it has launched a new customer web portal and online store, both of which are designed to facilitate customer engagement with the company.

The password-protected web portal is an online location where customers can get everything they need for their Swisslog pneumatic tube system or automated drug management system. For example, customers can schedule service calls, track their service history, download product documentation, order spare parts and accessories, view their order status, and register for upcoming training classes, all with just a few mouse clicks anytime of the day or night.

As a way to promote usage of the new online store, Swisslog is allowing customers to purchase spare parts for their pneumatic tube system using a credit card OR a company purchase order. Those customers who place orders with a credit card, however, will receive a 2% discount off of the list price.

“Outstanding customer support has always been one of our core competencies and a competitive differentiator between us and other suppliers,” said Bob Rasmussen, executive vice president of Swisslog Healthcare Solutions. “By launching our new customer web portal and online store, we hope to forge an even tighter bond with our user community by creating yet another vehicle by which they can communicate with us and get what they need when they need it.”

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Customers of Swisslog Healthcare Solutions in North America can access the new web portal and online store by visiting <https://hcssupport.swisslognorthamerica.com>. Once at the site, they'll be prompted to register. Once registration has been verified, they'll be sent a log-in ID and password within three business days.

Swisslog Healthcare Solutions is the leading supplier of logistics automation solutions for healthcare facilities. Swisslog has installed automated materials transport and pharmacy automation systems in more than 3,000 hospitals and pharmacies around the world, including more than 2,000 in North America. Swisslog offers total systems design, manufacturing, installation and customer support providing a complete supply chain management approach to the logistics challenges of hospitals. The North American division of Swisslog Healthcare Solutions is based in Denver, Colo.

About Swisslog

Swisslog is a global provider of integrated logistics solutions for warehouses, distribution centers and hospitals. Its comprehensive services portfolio ranges from building complex warehouses and distribution centers to implementing Swisslog's own software to intra-company logistics solutions for hospitals.

Swisslog's solutions optimize customers' production, logistics and distribution processes in order to increase flexibility, responsiveness and quality of service while minimizing logistics costs. With years of experience in the development and implementation of integrated logistics solutions, Swisslog provides the expertise that customers in more than 50 countries rely on.

Headquartered in Buchs/Aarau, Switzerland, Swisslog currently employs over 2,000 staff in about 20 countries worldwide. The group's parent company, Swisslog Holding AG, is listed on the SIX Swiss Exchange (security number: 1232462, Telekurs: SLOG, Reuters: SLOG.S). For more information, visit www.swisslog.com.

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The logo for Swisslog, featuring the word "swisslog" in a lowercase, sans-serif font. The letters are a dark red color. The "i" and "s" are connected, and the "o" is a simple circle. The "l" is a simple vertical bar. The "g" has a small tail. The logo is set against a white background.