



## Press Release

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### **Swisslog Introduces Support Services Program for Healthcare Pneumatic Tube Systems**

Denver, CO. – Swisslog, the leading provider of pneumatic tube systems for hospitals, announces the introduction of its Support Services Program that aims to enable hospitals to achieve long-term optimal pneumatic tube system performance.

Pneumatic tube systems, like other mechanical systems, require regular inspection, maintenance, and quality parts to minimize downtime and to extend the life of equipment.

“Swisslog’s new Support Services Program supports hospitals by enabling them to be proactive partners in achieving optimal pneumatic tube system performance,” says Dennis McWherter, Swisslog’s Vice President for Customer Support. “We offer customized solutions that address each hospital with its unique set of issues and requirements for their pneumatic tube system.”

Swisslog offer three levels of service depending upon the size of the system, the volume of traffic handled and the complexity of the pneumatic tube system.

The Silver Service Program is Swisslog’s entry-level program designed to provide hospitals with internal maintenance programs additional preventive maintenance and performance enhancements that will keep their tube systems running smoothly.



The Gold Service Program is designed for facilities that need on-site support and training, as well as additional preventive maintenance for their pneumatic tube systems. The program supports hospitals with a preventive maintenance visit, enhanced onsite and remote customer support, and discounts on software upgrades, parts, repairs and labor.

The Platinum Service Program provides the ultimate support program for hospitals with larger and/or complex systems with a high volume of traffic and greater need for regular system care. The program provides preventative maintenance, priority on-site and remote support, extended warranties and generous discounts on parts, repairs and labor. All of these benefits reinforce Swisslog's performance guarantee for Platinum Service Program members.

Swisslog's Support Services Programs will handle the complete support of non-Swisslog pneumatic tube systems as well.

Swisslog has the largest pneumatic tube system technical support field organization with more than 100 professionals strategically located throughout North America. Swisslog's customer support organization includes extensive user and maintenance training, system analysis support, 24/7 phone support and remote system monitoring.

To learn more about Swisslog's Support Services Program, call Swisslog Customer Support at 800-764-0300 (USA) or 877-294-2831 (Canada).

### **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 around the world 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](http://www.swisslog.com).

Swisslog's Healthcare Solutions division is the world leader providing logistics automation mainly for healthcare markets. Swisslog has installed hospital material transport and pharmacy automation systems in more than 2,000 hospitals and pharmacies throughout the world. Swisslog offers total system design, manufacturing, installation and customer support providing a complete hospital supply chain management approach to logistics challenges. Swisslog Healthcare Solutions division headquarters is located in Denver, CO

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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, and the "i" and "s" are connected. The logo is set against a light red rectangular background.