# DATA-DRIVEN FLEXIBLE SOLUTIONS

Material handling automation and the future of the supply chain

SWISSLOG

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# The warehouse reimagined

## Faster. More efficient. Smarter.

That's the mantra in distribution today as throughputs increase, channels converge and customer expectations continue to rise.

But simply meeting today's challenges is no longer enough. The pace of change is accelerating, and investments made today must adapt to what comes next to avoid premature obsolescence.

No one knows for sure what the future holds for warehouse operations, but we do know how to prepare for it.

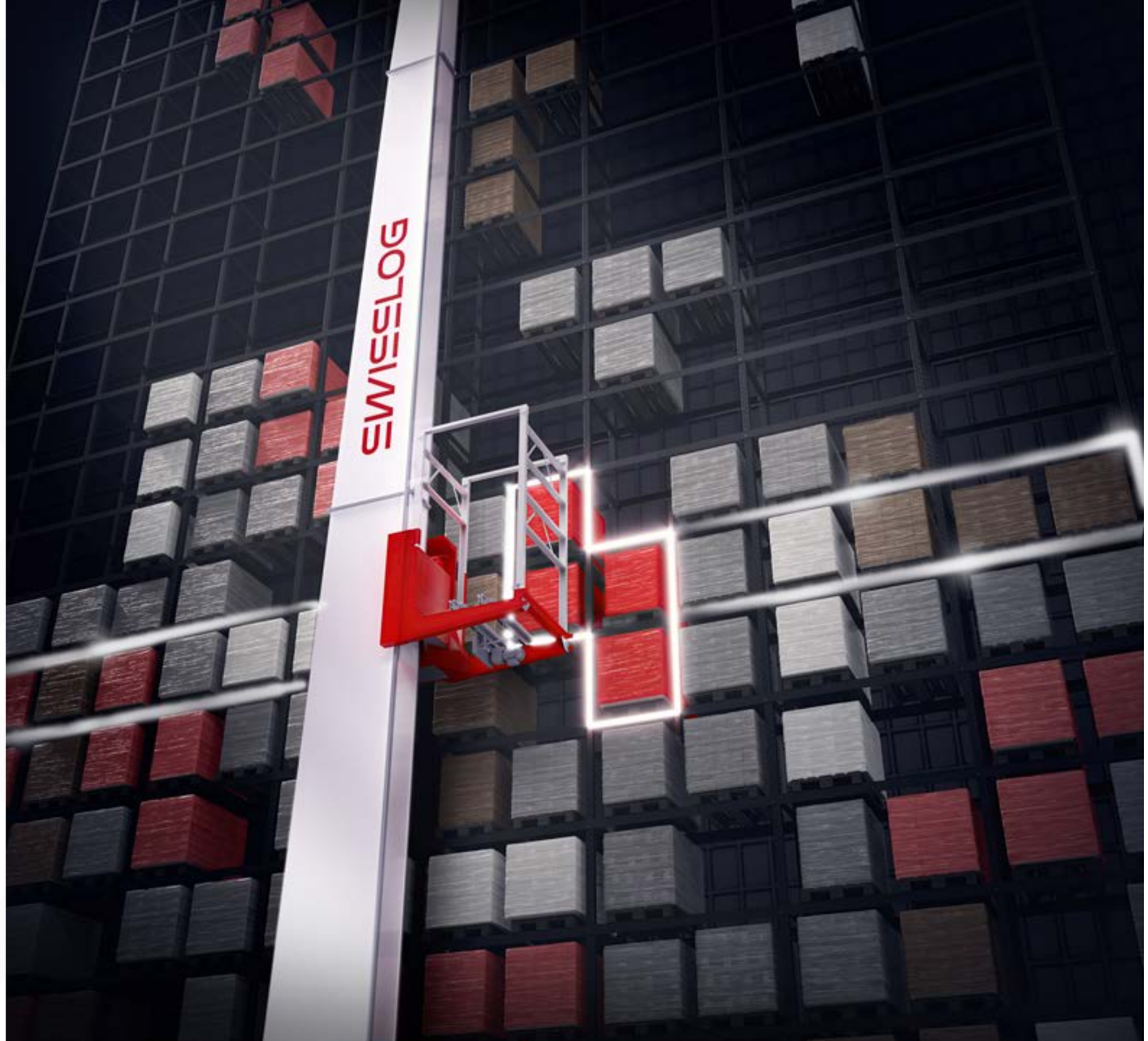
To be future ready, warehouse operations need to become data driven. Breaking down data silos and enabling emerging technologies such as artificial intelligence will enable self-learning material handling systems that continually maximize throughputs, adapt to change and predict future demand.

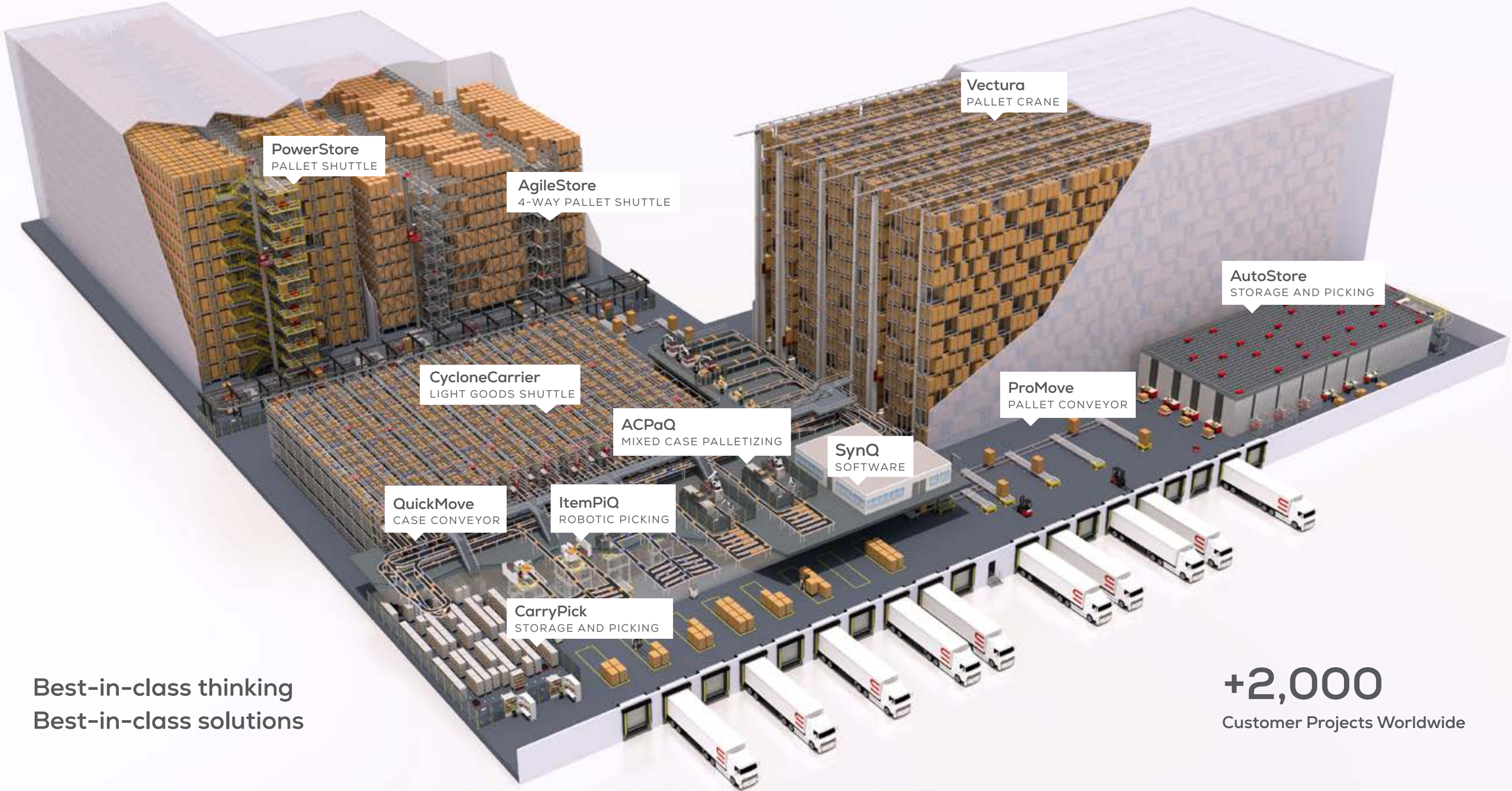
Robotics will be an essential component of those systems as businesses seek to maximize productivity, insulate themselves from labor volatility and drive down costs.

Finally, adapting to an unpredictable future requires flexible solutions that can adapt to different building configurations, scale seamlessly with growth and flex with peaks and valleys in demand. Systems that help organizations move distribution closer to customers through micro and urban fulfillment centers and dark stores. And systems that work with each other to extend automation across processes, such as automated retrieval solutions that integrate with robotic palletizing and item picking.

At Swisslog, we are delivering this future today. Our portfolio of traditional and advanced technologies, supported by our intelligent SynQ software, is designed to meet today's requirements for faster and more efficient distribution while delivering the intelligence, flexibility and robotics that will shape the future.

With Swisslog technology, your future starts now.






## Best-in-class thinking
## Best-in-class solutions

**+2,000**

Customer Projects Worldwide

# Transforming Industries

SynQ software and our automation technology are helping companies cut costs and exceed expectations in a number of industries.

## Retail and E-Commerce

In a dynamic industry, our highly flexible and modular technologies excel with faster order fulfillment, improved accuracy and reduced costs.

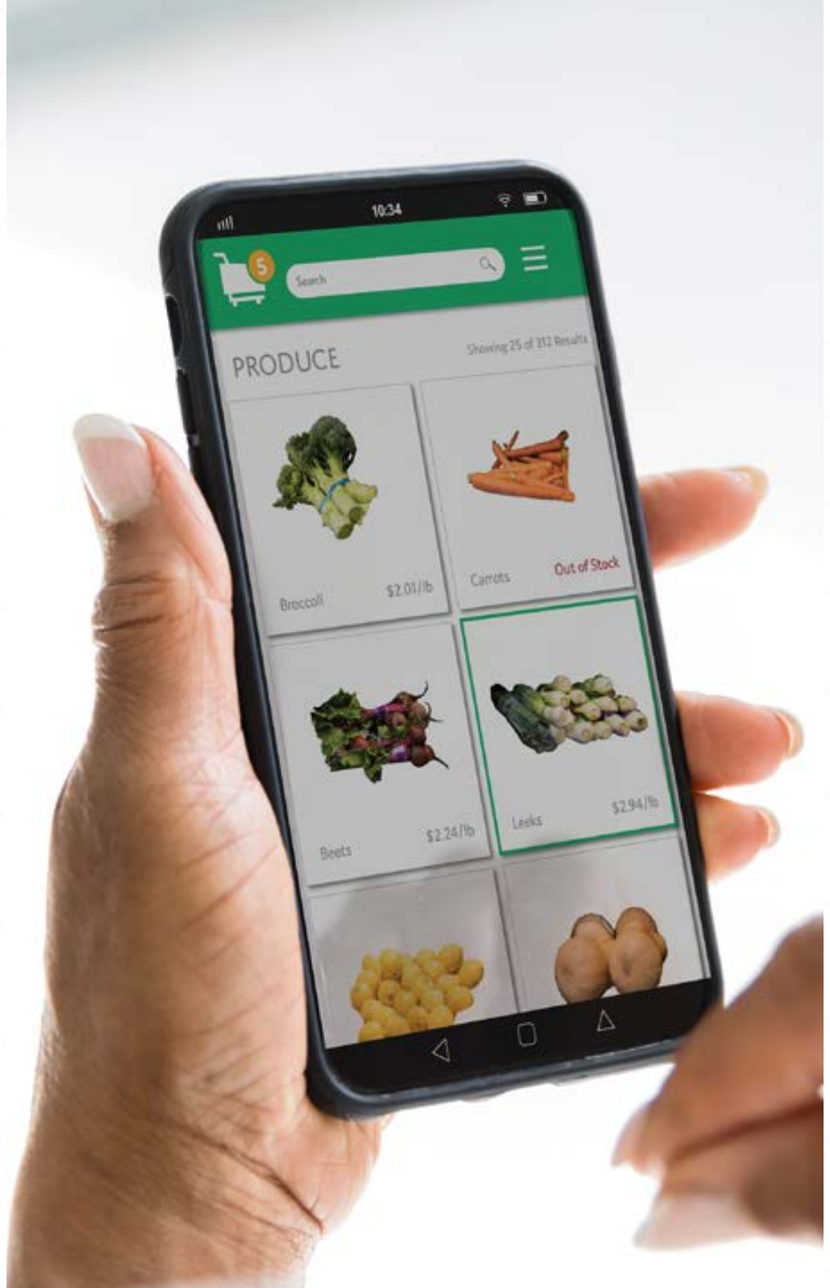
### MICRO-FULFILLMENT CENTERS

With systems that are easy to install and flexible enough to adapt to changing demand, our connected solutions can maximize inventory while saving floor space.

### E-GROCERY

Our easy-to-install solutions offer flexibility and rapid fulfillment for curbside pickup and delivery, which makes them ideal for grocers looking to move beyond manual picking.

Download our e-book “The e-grocery automation playbook” for different strategic approaches and automation technologies changing the industry.




## Food & Beverage

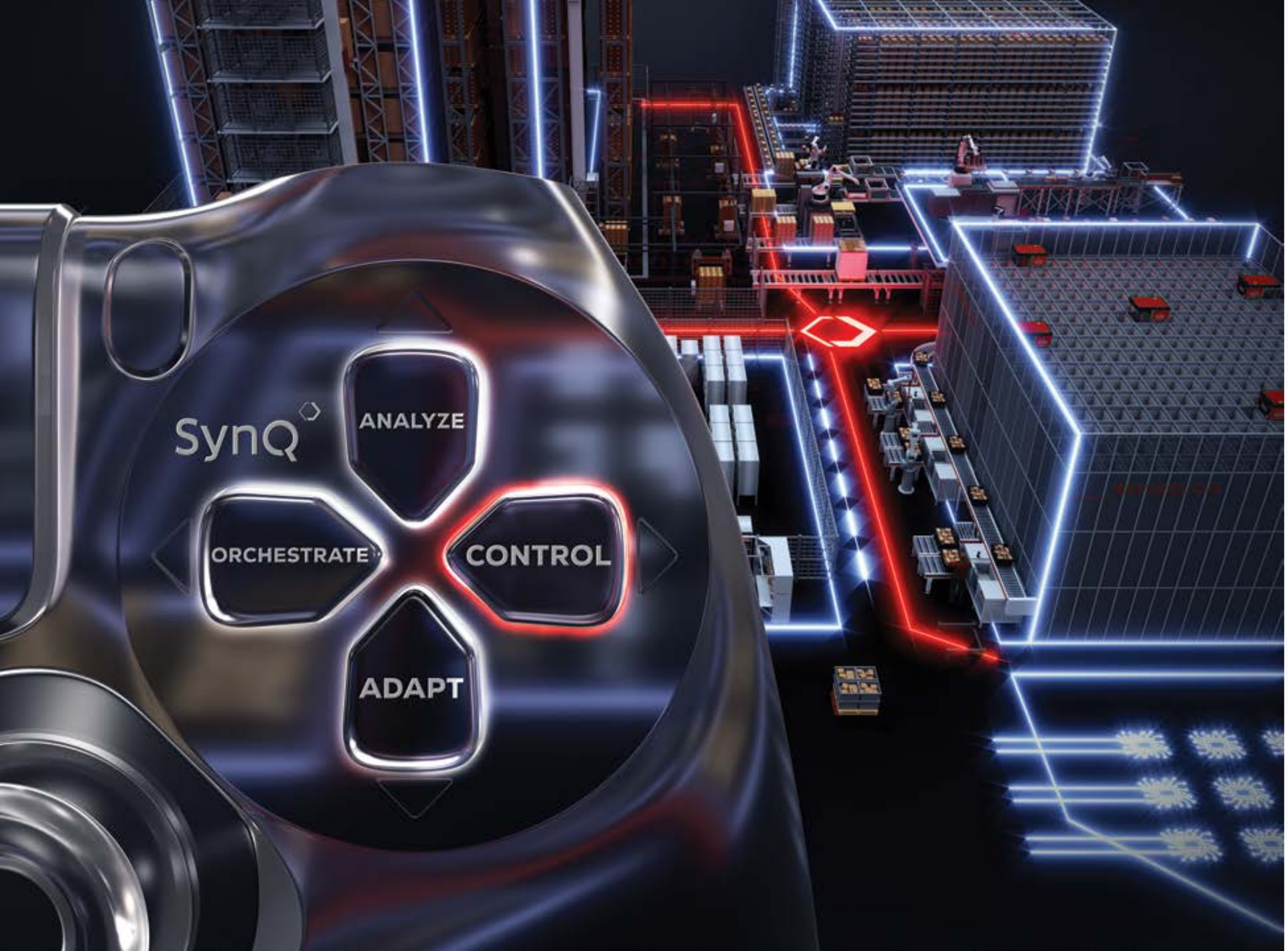
Supply chain automation, with its long-standing presence in food and beverage manufacturing, is becoming increasingly essential as companies face growing demand, SKU proliferation, space constraints, demand variability, rising labor costs and shortages, stricter safety and quality requirements, and a higher need for mixed-layer and mixed-case pallet orders; challenges this e-book addresses by outlining five key opportunities to increase capacity, reduce labor, and adapt more efficiently to changing customer demands.

Download our e-book “Five Opportunities for Food and Beverage Manufacturers to Transform Operations through Supply Chain Automation”

## Pharmaceuticals

Our connected automation solutions can help reduce your throughput times, save storage space while enabling you to be fully compliant in the most flexible and cost-effective way.

Download our solution flyer “Ensuring safety & full control. Driving success in the pharmaceutical industry”






## Powerful intralogistics software

The right software brings together business and operational processes with seamless automation control to enable logistics to operate as a synchronized solution – it brings a higher level of intelligence to warehouse operations that isn't offered by typical warehouse management systems.

Greater intelligence brings more control to inventory and order management. By enabling the precise tracking of product quantities, attributes, locations, and movements, intralogistics software can virtually eliminate human errors like picking the wrong item or ignoring best before date reducing overages, shortages, and obsolescence.

Intralogistics software also enables more dynamic shelf-life management. Software can not only track and allocate best before dates, but it can look ahead to orders and shipping times, calculating the remaining shelf life at delivery to ensure customers receive the fresh products while also ensuring inventory is cycled through with as little spoilage as possible.

By leveraging intelligent inventory and order management, the software calculates the remaining shelf life, enabling product selection based on expected delivery times and customer priority.

# Benefits

| | |
|---|---|
| EXPERIENCE | SynQ combines decades of warehouse automation experience with customers around the world in different industries, delivering proven performance. |
| ARCHITECTURAL PRINCIPLE | SynQ eliminates silos by combining WMS, WES, WCS, and SCADA functionality into a modular platform, simplifying architecture and delivering a consistent user experience. |
| SEAMLESS INTEGRATION | Simplified automation integrations that enable fully automated and interleaved human-machine workflows, delivering precision, speed, and throughput while maintaining full control and visibility. |
| OPERATOR-FRIENDLY BY DESIGN | Intuitive interfaces, guided workflows, and minimal training requirements ensure fast onboarding and efficient daily use, even in high-turnover environments. |
| LIFECYCLE SERVICES | Continuous updates, proactive support, and safe testing enable secure, low-risk operations while reducing workload and accelerating ROI. |

Get the details on how the SynQ software platform allows you to optimize your warehouse operations in ways that will give you a competitive edge.

# EACH, CASE AND TOTE SOLUTIONS

To find the right warehousing solution, our team of experts looks at your specific situation before designing the right system. Explore the technology and innovations that are delivering results for companies just like yours.

# Productivity unleashed

Our innovative and user-friendly CarryPick storage and picking system doesn't require constructional changes to your building to improve your accuracy rate. It's also modular so it can adapt to changing needs, and, when integrated with Swisslog's SynQ, you'll be able to optimize pick performance by rapidly bringing as many products as possible to workstations.

To help keep up with growing demands, **Hagel GmbH**, a German lifestyle company, turned to the Swisslog CarryPick and the Swisslog SynQ software platform. The result? The new automation has reduced delivery time to under 24 hours.

## Benefits

| | |
|---|---|
| FLEXIBLE | Quick adaption to product line changes |
| MODULAR | Rapid deployment (6 months) |
| SCALABLE | Seamless adaption to peak periods |
| SMART & EFFICIENT | Intuitive user interface for fast onboarding |

## Facts

| | |
|---|---|
| MOBILE RACKS – DIMENSIONS (L X W) | Rectangular: 1,300 mm x 900 mm (51 in x 35 in)<br>Square: 1,300 mm x 1,300 mm (51 in x 51 in) |
| MOBILE RACKS – CONFIGURATION | Items, cases, cartons, pallets and hangers |
| VEHICLE LOAD CAPACITY | Max 600 kg (1,322 lbs) |
| VEHICLE POWER SUPPLY | Inductive charging mats |
| OPERATING TEMPERATURE | From 0° C to 45° C (32° F – 113° F) |

See how the innovative Swisslog CarryPick storage and order picking system delivers results without a grid, lift or conveyor.

# A smarter solution

Energy efficient, fully scalable and able to easily integrate into existing buildings, AutoStore is a effective way to quickly process small parts orders while increasing storage density. And when paired with SynQ software, AutoStore's pick performance and onboarding become even more impressive. At Swisslog, we've seen the results. In fact, with over 400 installations worldwide, we're a leading integrator of AutoStore.

As one of Britain's leading retailers, ASDA offers more than 75,000 products and is constantly looking for ways to free up space in their distribution centers. With a solution that featured AutoStore on its small case lines, ASDA was able to both maximize space and cut their picking time in half.

> "AutoStore not only increases satisfaction for our customers, but also ensures highest profitability."
>
> Roland Brack, founder of Competec / BRACK.CH

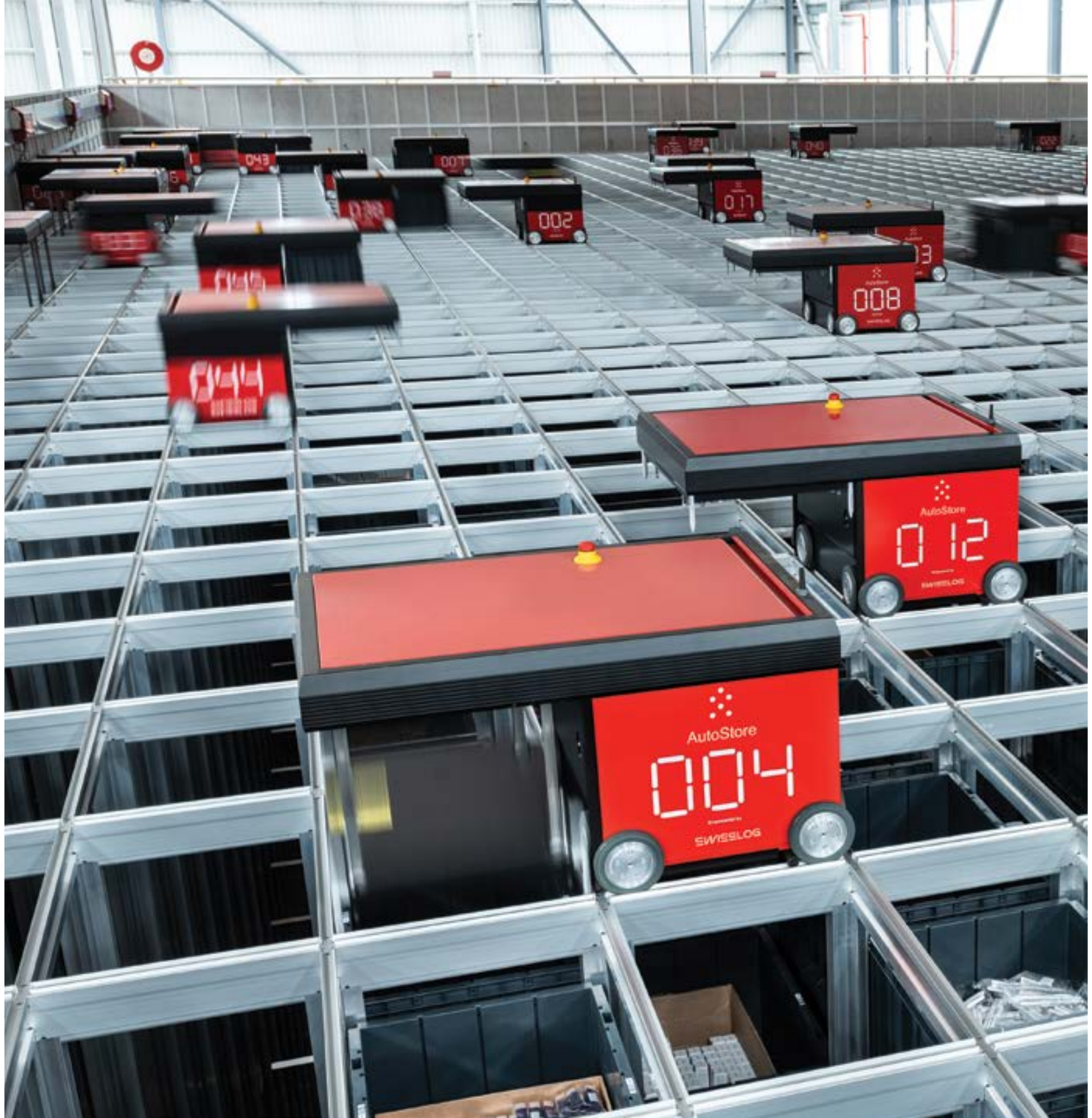
## Benefits

| | |
|---|---|
| UNMATCHED EFFICIENCY | Capabilities of 20,000+ picks per hour |
| FUTURE-PROOF SCALABILITY | Module design easily integrates into existing buildings and can be adapted to changing needs. |
| LOW OPERATING COSTS | Energy-efficiency and easy maintenance mean low Total Cost of Ownership. |

## Facts

| | |
|---|---|
| MAXIMUM HEIGHT OF BIN STORAGE | 6.0 m (19.685 feet) |
| TYPICAL SYSTEM BIN CAPACITY | From 5,000 to 300,000 bins per system |
| OPERATING HUMIDITY | 5-95% |
| TEMPERATURE | From -25° C to 35° C (-13° F to 95° F) |

See how Swisslog is turning experience into results.



# Speed meets storage

Designed to deliver high throughput and excellent availability, CycloneCarrier is a dynamic automated shuttle storage and retrieval system for small loads that can retrieve up to 2,000 totes per hour, per aisle.

jaycar

Cyclone Carrier helped **Jaycar Electronics Group**, a leading Australian and New Zealand retailer, increase output and storage volume by 30% per square meter.

> "CycloneCarrier is the heart and growth engine of our logistics service."
>
> Matthias Lindner, Department Head Logistics Service, Alnatura

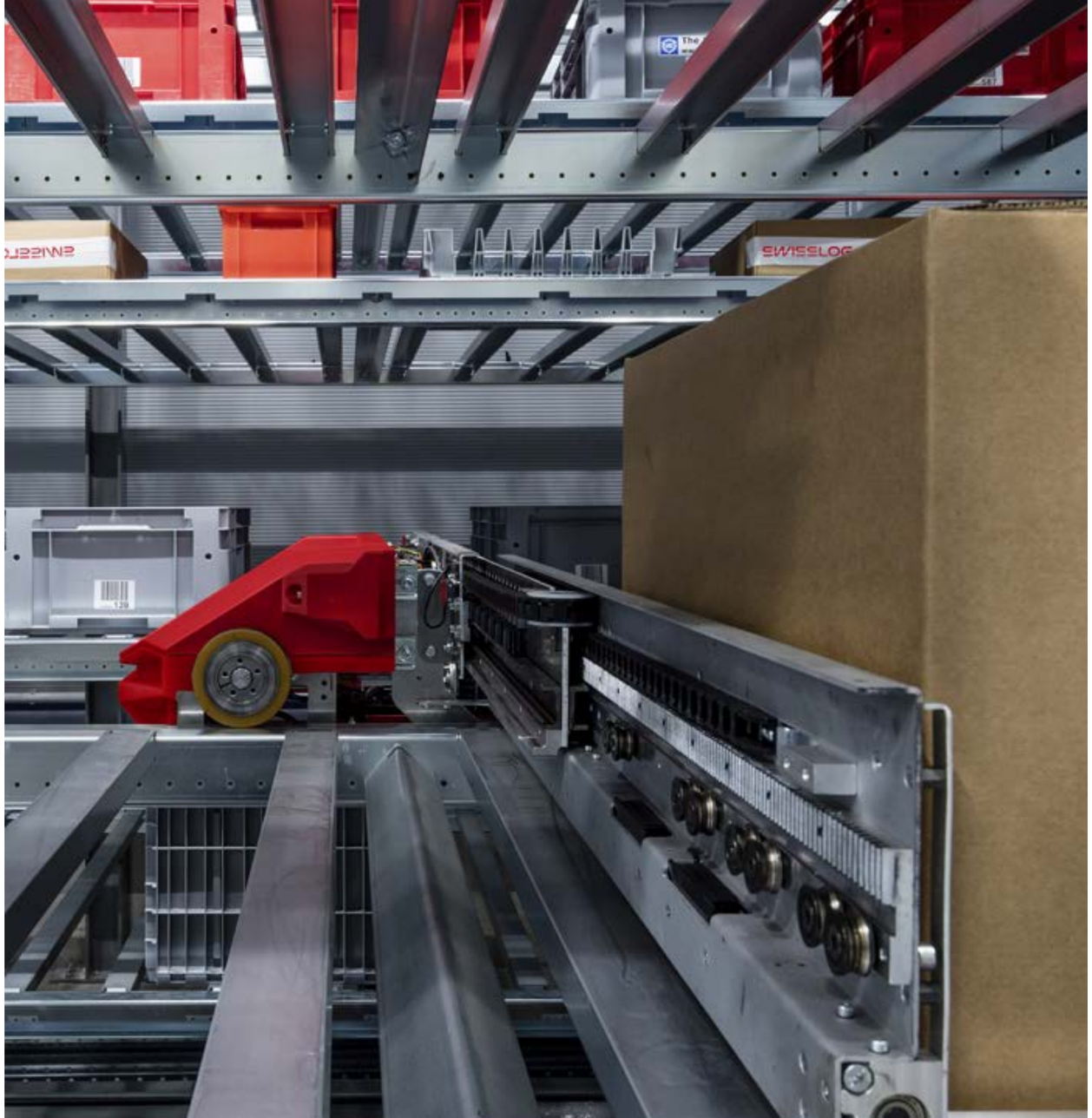
## Benefits

| | |
|---|---|
| FAST | Highly dynamic lifts and shuttle vehicles deliver short order processing times. |
| RELIABLE | Safe loading ensures reliable handling and reduces downtime. |
| VERSATILE | Can be configured to handle a number of different dimensions and temperature ranges. |
| INTEGRATED | Management software and fine sequencing integrate seamlessly and increases ROI. |

## Facts

| | |
|---|---|
| LOAD WEIGHT PER TRANSPORT UNIT | Up to 35 kg (77.16 lbs), standard application<br>Up to 50 kg (110.23 lbs), with reduced dynamics |
| TRANSPORT UNIT DIMENSIONS | Min. 200 x 200 x 50 mm (7.87 in x 7.87 in x 1.97 in)<br>Max 800 x 600 x 600 mm (31.50 in x 23.62 in x 23.62 in) |
| CYCLONECARRIER VEHICLE SPEED | Up to 4.0 m/s (13.12 ft/s) |
| STORAGE DENSITY | Up to triple-deep short-side-leading storage |
| THROUGHPUT OF SYSTEM | Up to 2,000 infeeds and outfeeds per aisle |
| SYSTEM HEIGHT | Max. 25 m (82.02 ft) |
| TEMPERATURE RANGE | From 1° C to 40° C (33.8° F to 104° F) |

Watch the Swisslog CycloneCarrier in action and see how this automated shuttle system for small loads can dramatically improve your throughput and storage capacity.



# Living up to its name

Proving that high throughput doesn't have to mean giving up flexibility: the modular conveyor system QuickMove designed for easy installation and maintenance adapts to your needs while delivering performance of up to 3,400 TUs/h.

To increase productivity, **Coop Norge SA**, Norway's second-largest grocery chain, partnered with Swisslog to create created a flexible central warehouse consisting of an automated high-bay warehouse, conveyor system, picking locations and automated light good warehouse.

> "We need a high sales volume in order to compensate for falling prices and rising shipping costs. The Swisslog e-commerce solution allows us to efficiently meet this challenge."
>
> René Fellmann, CEO, Competec Logistik AG

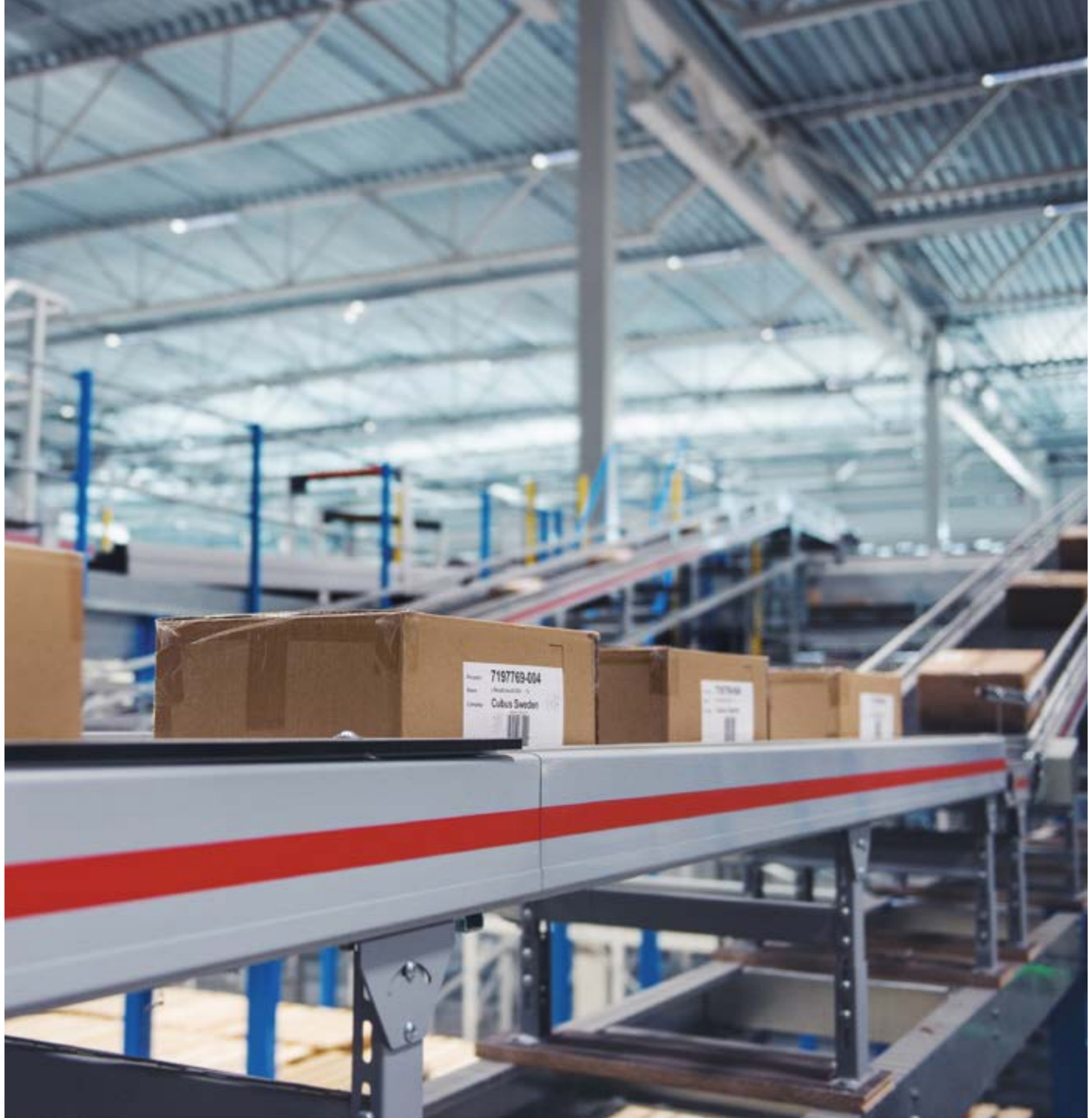
## Benefits

| | |
|---|---|
| OPTIMIZED AND RELIABLE | Preassembled and tested conveyor elements are combined to individually optimized conveyor systems. |
| ENERGY EFFICIENT | Individual zone control, zones not in use will shut down, using 24 VDC drive rollers, provides energy-efficient conveyor solutions. |
| LOWER MAINTENANCE COSTS | Electric drives for less maintenance. |

## Facts

| | |
|---|---|
| LOAD RANGE | Up to 50 kg (110.23 lbs) |
| THROUGHPUT | Up to 3.400 TUs/h |
| LANE WIDTH | 420 to 820 mm (16.54 in to 32.28 in) |
| TEMPERATURE RANGE | From 5° C to 40° C (41° F to 104° F) |

Learn how the QuickMove modular conveyor system can be easily adapted to meet your changing needs while delivering performance.



Our experienced team can help you significantly improve throughput with an automated and connected solution. See the innovative products and technology that help make that happen.

# Big performance
## in small spaces

Designed to create up to 60% more storage than manual systems, the PowerStore high density pallet system maximizes space, fits into unusually shaped spaces and performs in environments from -30°C to 45°C. It also fully integrates with Swisslog's SynQ management software and works seamlessly with customers' WMS and host systems.

When wine-seller **Trinchero Family Estates** USA needed help storing and shipping a huge volume of products, our PowerStore robotic storage and retrieval system reduced their storage area by 89%, enabled throughputs of 249 pallets an hour and achieved 99.998% accuracy.

> "Swisslog listened and worked with us to understand our business. ...Their industry and technical expertise was vital to our ability to transform our supply chain, while their innovative products like PowerStore helped us increase speed, reduce costs and improve quality control."
>
> Kent Mann, VP of Operations, Trinchero Family Estates

## Benefits

| | |
|---|---|
| HIGH PERFORMANCE | Throughput of up to 200 pallets per hour per cell where high performance and density is combined. |
| FLEXIBILITY | PowerStore can be implemented into buildings of any shape and size. The modular technology allows for easy addition of extra modules. It is also suitable for most pallet types and applications. |
| HIGH AVAILABILITY | Reduced error rate thanks to smart positioning system, unique design of rack interfaces and deflection of pallets. |

## Facts

| | |
|---|---|
| LOAD WEIGHT PER TRANSPORT UNIT | Up to 1,500 kg (3,306.93 lbs) in standard application |
| TRANSPORT UNITS | CHEP, EUR, Block Pallet, Stringer, AUS |
| AISLECARRIER VEHICLE SPEED | Up to 5.0 m/s (16.40 ft/s) |
| ROWCARRIER VEHICLE SPEED | Up to 3.0 m/s (8.85 ft/s) |
| VERTICAL CONVEYOR | Up to 2.0 m/s (5.56 ft/s) |
| THROUGHPUT | Up to 200 pallets per hour per cell |
| TEMPERATURE RANGE | From -30° C to +45° C (-22° F to 113° F) |

Watch the Swisslog PowerStore shuttle system in action and see how you can increase your pallet storage capacity by up to 60%.

# Towering above
## the competition

Able to handle one, two or more loads in single, double, and multi-deep layouts, Vectura stacking cranes transform high bay warehouses with unmatched performance and energy consumption that's up to 20% less than that of normal cranes. In addition, Vectura can be paired with SynQ software to optimize material flow even further.

**Coca-Cola Amatil**, one of the largest bottlers in the world, improved their accuracy, lowered costs and cut their loading times drastically by installing Vectura stacking cranes in their high bay warehouse.

> "The quality of solution offered by Swisslog outstripped their competitors and reflected their knowledge of CCA's business needs."
>
> **Derek O'Donnell, National Logistics & Planning Manager Supply Chain, Coca-Cola Amatil**

## Benefits

| | |
|---|---|
| SUSTAINABLE | Up to 20% lower consumption compared to traditional cranes |
| VERSATILE | Storage of different pallet sizes in one system |
| RELIABLE | Its lighter weight means less wear and tear over time |
| PLUG & PLAY | Assembled and tested before shipping to reduce installation time |

## Facts

| | |
|---|---|
| LOAD RANGE | 200 to 3,500 kg (440.93 lbs to 7,716.18 lbs) |
| HEIGHTS | 4 to 48 m (13.12 ft to 157.48 ft) |
| THROUGHPUT | 20 to 45 double cycles/h |
| SPEED OF OPERATION | Up to 5 m/s (16.40 ft/s) |
| VERTICAL SPEED | Up to 1.5 m/s (4.92 ft/s) |
| PRODUCT RANGE | Single mast |
| STORAGE DENSITY | Single to multi-deep |
| TEMPERATURE RANGE | From -30° C to 50° C (-22° F to 122° F) |

Watch the scalable Swisslog Vectura stacker crane in action to see how it can adapt and perform to high bay warehouses of any size.

# Flexible pallet storage – where agility meets high-density

The roaming pallet shuttle is a 4-way, multi-directional automated storage and retrieval system that moves pallets forward, backward, laterally, and vertically, enabling seamless access across aisles and levels. Its key benefits are high storage density and layout flexibility, allowing optimal use of existing warehouse space; including deep-lane storage and easy adaptation to different building configurations.

## Benefits

| | |
|---|---|
| STORAGE DENSITY | Deep-lane racking and vertical stacking maximize space utilization. |
| FLEXIBILITY | The system supports forward, backward, cross-aisle, and vertical travel, enabling smooth lane changes and dynamic routing. |
| SCALABILITY | Roaming shuttles are modular, adaptable to various layouts, and suitable for extreme-temperature environments. |

## Facts

| | |
|---|---|
| LOAD WEIGHT PER TRANSPORT UNIT | Up to 1,500 kg |
| TRANSPORT UNITS | EUR, Industry, CHEP Block, CP1, CP2, CP3, GMA, AUS |
| VEHICLE SPEED | Up to 1.67 m/s |
| LIFT | Up to 1.0 m/s (single mast, rack-supported) |
| THROUGHPUT | Up to 15 pallets per hour per shuttle (layout-dependent) |
| TEMPERATURE RANGE | Ambient: 0.5 to 40 °C; Cold storage: -30 to -0.5 °C |

Watch AgileStore take pallet handling to the next level with 4-way shuttle technology designed to adapt, scale, and keep operations moving.

# Pallet performer

Delivering high throughput and able to integrate with productivity-enhancing SynQ software, ProMove is an effective multifunctional pallet conveyor system for both loads. Its flexible and streamlined design lowers investment costs and maintenance, while its drive technique that ramps speed up and down keeps loads stable and energy use down.

When **Stemilt Growers** consolidated their inventory into one automated distribution center, Swisslog's PowerStore and ProMove allowed them to reduce labor costs by 41% while ramping up throughput to 282 pallets an hour.

> "We can track every single pallet and know exactly when each entered storage to ensure we are always shipping on a first-in, first-out basis."
>
> **Gordy Schulze, Distribution Manager, Stemilt Growers**

## Benefits

| | |
|---|---|
| ENERGY-EFFICIENT | ProMove uses highly efficient motors that only run when needed. |
| RELIABLE | Compact starter controls speed up and down ramps to reduce wear on the conveyor. |
| PLUG & PLAY | ProMove is pretested before installation and able to be monitored on personal devices. |

## Facts

| | |
|---|---|
| LOAD RANGE | Up to 1,500 kg (3,306.93 lbs) |
| STANDARD OPERATING SPEEDS | 0.2, .35 or 0.5 m/s (0.66, 1.15 or 1.64 ft/s) |
| STANDARD ACCELERATION | 0.4 m/s2 |
| THROUGHPUT TRANSFER UNIT | Up to 300 load units/h |
| THROUGHPUT TURNTABLE | Up to 200 load units/h |
| SHUTTLE CAR OPERATING SPEED | Up to 5 m/s (16.40 ft/s) |
| CONVEYOR OPERATING SPEED | Up to 2.0 m/s (6.56 ft/s) |
| HEIGHT OF VERTICAL CONVEYOR | Up to 40 m (131.23 ft) |
| TEMPERATURE RANGE | From -30° C to 50° C (-22° F to 122° F) |
| LOAD CARRIES | All standard pallets, other load carriers upon request |

# Efficient pallet transport – where distance meets reliability

High-capacity, flexible transport system for pallets and roll cages, handling over 600 pallets per hour at speeds up to 2 m/s. It operates in temperatures from -30 °C to 50 °C and carries up to 3,000 kg with twin loads. It offers a cost-effective solution for long distances and high throughput, with low maintenance due to its proven 40-year design. Its modular track system allows scalable layouts, with options for hanging or floor-mounted rails and flexible pallet orientation.

When Pizzoli advanced its frozen food logistics operations, Swisslog's monorail system streamlined pallet transport across the facility, improving material flow and supporting higher throughput in a deep-freeze environment.

> "This project is characterized by the right blend of standardization and customization, enabling us to create value by synchronizing the logistics chain with the innovation chain in the best possible way."
>
> **Alberto Manaresi, Technical Director, Pizzoli**

## Benefits

| | |
|---|---|
| PERFORMANCE | High-speed, reliable transport with modular design and maximum uptime through optimized controls and maintenance |
| SCALABILITY | Easily adapts to demand by adjusting the number of vehicles. |
| COST-EFFICIENT | Robust design and proven software minimize maintenance and failure rates, saving space and costs over long distances. |

## Facts

| | |
|---|---|
| LOAD RANGE | Up to 1,500 kg in standard application |
| TRANSPORT UNITS | All standard pallets, other load carriers upon request |
| STANDARD OPERATING SPEEDS | Up to 2.0 m/s |
| STANDARD ACCELERATION | Up to 0.8 m/s2 |
| POSITIONING VEHICLE ACCURACY | +/- 5 mm |
| THROUGHPUT TRANSFER UNIT | Up to 600 pallets per hour per cell |
| TEMPERATURE RANGE | From -30 °C to 50 °C (-22 °F to 122 °F) |

Watch Swisslog's monorail system in action and see how it keeps materials moving efficiently with speed, precision, and flexibility.

# ROBOTIC PICKING AND PALLETIZING SOLUTIONS

Piece picking and palletizing solutions from Swisslog dedicated to cover your needs. Explore how our innovative technology and experienced team can help you increase your productivity while reducing your cost.

# The perfect pick

ItemPiQ, the self-learning robotic piece picking solution of Swisslog, is engineered to elevate the effectiveness and efficiency of your warehouse order fulfillment. Leveraging advanced AI technology and precise robotics, ItemPiQ ensures fast, accurate and reliable picking process.

Seamlessly integrating into various warehouse environments, ItemPiQ adapts to pick different product types and sizes while ensuring order fulfillment which meets your customer expectations.

The robot cell perfectly integrates into Swisslog Goods-to-Robot (GtR) solutions and can be used for tasks like sortation, picking, and placing.

## Benefits

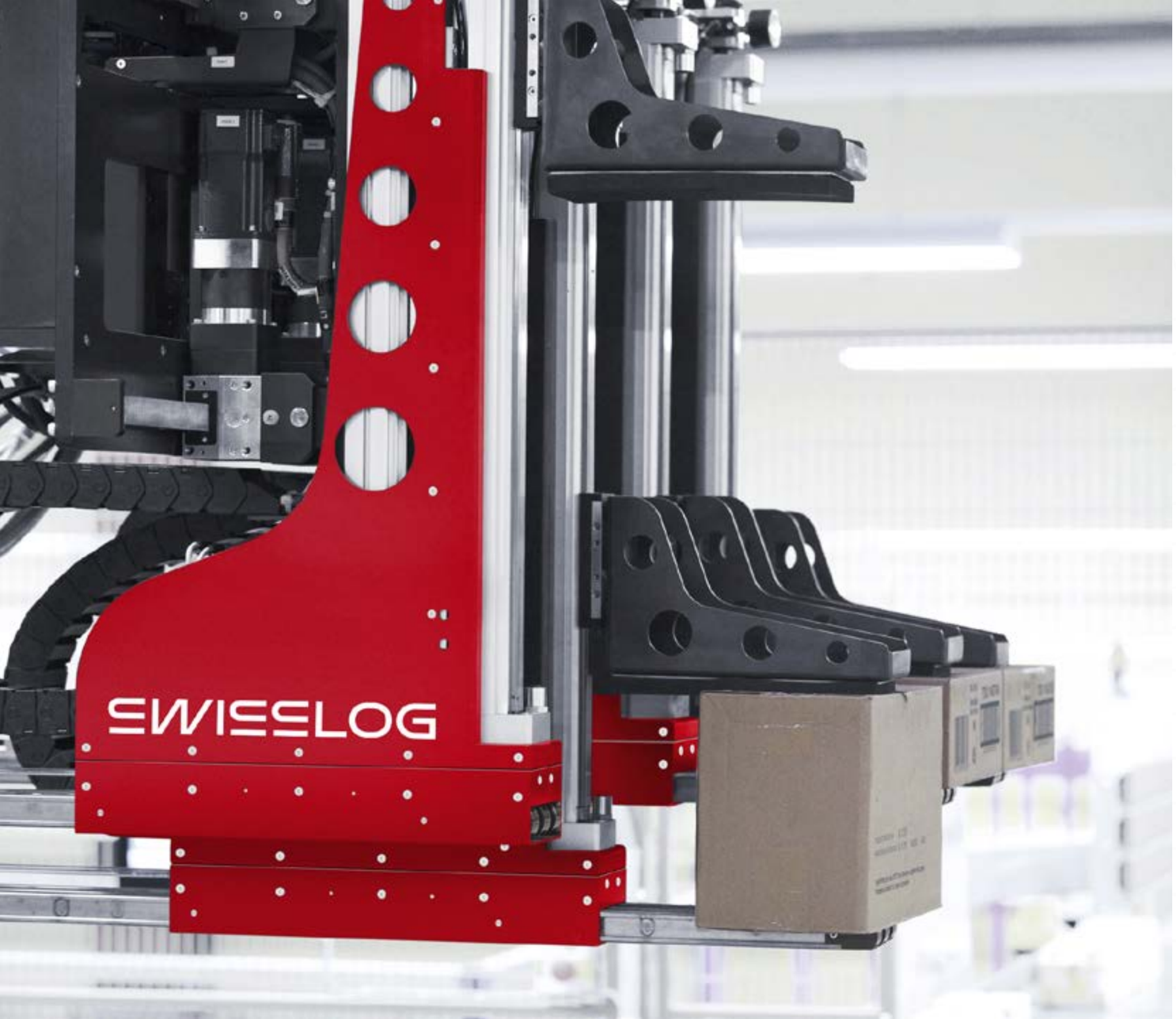
| | |
|---|---|
| FAST ORDER FULFILLMENT | 24/7 operations. |
| ADAPTABILITY | Handles a wide range of products and uses AI to optimize picking over time. |
| RELIABLY ACCURATE | Failure-free picking and placing helps avoid expensive returns. |
| EASY INTEGRATION | Designed to seamlessly integrate in the SynQ software WMS. |

## Facts

| | |
|---|---|
| PERFORMANCE | Consistent performance at typically 600 items per hour* |
| ROBOT REACH | Over 1,100 mm (43.31 in) |
| PRODUCT WEIGHT | Payload of up to 3.0 kg (6.6 lbs) supported |
| PRODUCT DIMENSION | Surface max. 300 x 300 x 300 mm |
| SAFETY | Safety fence or safety sensor |
| INTERFACE | Standard interface to any WMS |

*Technical robot performance up to 1,000 picks per hour

Watch Swisslog ItemPiQ in action as it rapidly and efficiently picks single items from a source bin into an item bin or carton.




# Pallets perfected

ACPaQ is a scalable, robotic and data-driven palletizing solution that's designed to grow as you grow. It also integrates with other technologies as well as SynQ software, works in both ambient and chilled environments and creates stable, store-friendly pallets with a consistent performance of typically 700 cases per hour for mixed-product palletizing.

The German retailer **dm-drogerie markt** installed the ACPaQ robotic system in its new distribution center, along with SynQ management software and other Swisslog components including the CycloneCarrier. It was a move that garnered a German Innovation Award.

## Benefits

| | |
|---|---|
| RELIABLE | In addition to the improved accuracy and quantity of picking, ACPaQ's unique gripper type allows gentle handling of various package types. |
| EFFICIENT | Best-in-class robotic performance reduces labor costs. |
| FLEXIBLE | Its modular design allows for growing companies to increase their capacity to efficiently handle peak demands. |

## Facts

| | |
|---|---|
| PERFORMANCE | Consistent performance is typically 700 cases per hour for mixed-product palletizing. Technical robot performance is up to 1,000 cases per hour. |
| PRODUCT RANGE | Almost all types of cartons, plastic wrapped packages or bins |
| SMALL TRAY LOAD | Up to 24 kg (52.91 lbs) |
| LARGE TRAY LOAD | Up to 35 kg (77.16 lbs) |
| MIN. CASE DIMENSIONS | L: 125 mm x W: 125 mm x H: 50 mm<br>L: 4.92 in x W: 4.92 in x H: 1.97 in |
| MAX. CASE DIMENSIONS | L: 600 mm x W: 400 mm x H: 400 mm<br>L: 23.62 in x W: 15.75 in x H: 15.75 in |
| TEMPERATURE RANGE | From 5° C to +40° C (41° F to 104° F)) |
| PALLETS | Various types of pallets and roll cages |

Watch the fully automated Swisslog ACPaQ's mixed case palletizing skills in action..

# Optimizing your investment

It's one thing to get your automated solution up and running. It's another to ensure it's giving you peak performance 24/7. At Swisslog, our unmatched expertise and unwavering commitment to support help you get both maximum productivity and minimum downtime from your new system.

## THE RIGHT PEOPLE

Our highly trained service engineers bring years of experience to quickly resolve any problem or fault that threatens your productivity.

## THE RIGHT STRATEGIES

Based on your specific needs, we create an effective throughput services strategy to help maximize availability.

## THE RIGHT EXPERIENCE

Our quick response helps ensure our customers' growth, profitability and success.

> "The Swisslog design team has shown great aptitude in understanding the needs of our business, and demonstrated a willingness to customize the application to meet our requirements."
>
> **- Ant Everett, Asda Logistics Services**

## Tailored to you

We offer a wide range of services and solutions that are customized to meet your needs and help you achieve your throughput goals. Our service offerings include:

| | |
|---|---|
| FIELD SERVICE | Preventive Warehouse Maintenance that provides scheduled and preventative maintenance, repairs and emergency response. |
| SYSTEM OPERATIONS | With guaranteed availability, our highly educated and committed service teams offer a range of on-site management options along with continued monitoring and analysis of your systems and facility. |
| 24/7 SUPPORT | The experts at our Help Desk are always at the ready, while our Remote Support offers additional real-time, always-on protection. |
| CONDITION MONITORING | Tackling issues before they become problems, our Condition Monitoring services guards against downtime by spotting potential faults and unreliable equipment in advance. |
| IT MANAGED SERVICES | Trust our experts to keep your software current with the latest patches and updates while freeing up internal resources from routine maintenance. |
| SPARE PARTS | Our world-class parts inventory and management system includes more than 268,000 spare parts to reduce your inventory management and storage burden. |
| ONGOING OPTIMIZATION | Swisslog experts can identify and enable alternative material flow, evaluate logistics flow, optimize energy consumption and make your warehouse more dynamic. |
| TRAINING | Enhance your employees' skills, efficiency and safety with our comprehensive operator and safety training programs. |

## On-site support without the on-site visit

Using augmented reality, Swisslog's RemoteAssistance connects experienced engineers remotely with on-site personnel to perform diagnostics and troubleshooting through the eyes of the team on the ground. This remote guidance and support maximizes uptime and proves that help isn't just a call away. It's also right before your eyes.

## Tackling tomorrow

Our future-proof solutions don't just pay dividends today. They also set you up for easy expansion and modernization in the future. Swisslog can help you update your facility and upgrade your technology in ways that will seamlessly integrate with your existing system and cause little to no downtime.

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