

**Swisslog intralogistic automation:
comprehensive services, total peace of mind.**

What if better uptime
was just the beginning?





When every minute counts

Choose an established leader

You don't have a minute to lose. Trust the speed and efficiency of Swisslog's service team to keep your warehouse up and running. You can rely on our local experts, global resources and immediate response to ensure your distribution center operates at full capacity. And, when you choose Swisslog, you can expect something new – peace of mind.

The right people

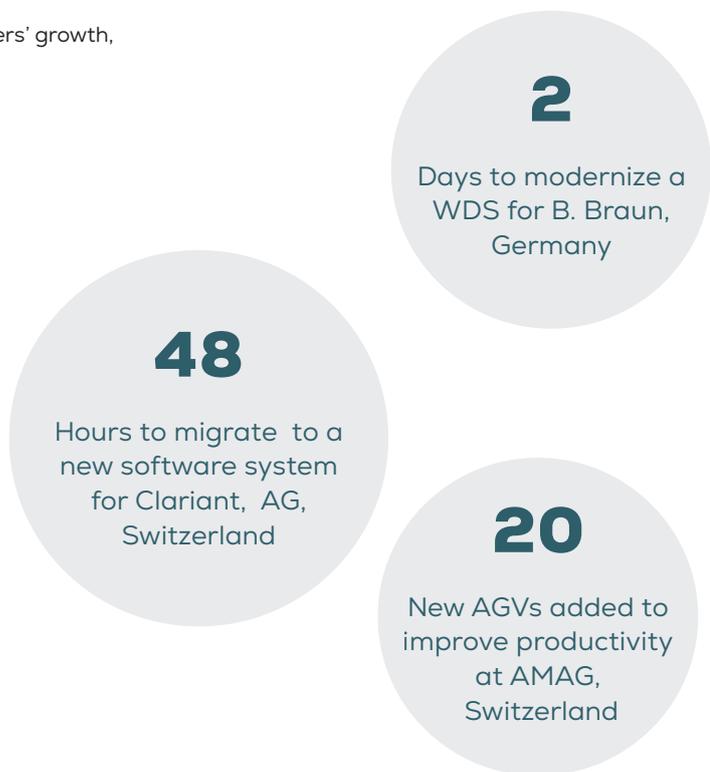
Our highly trained service engineers bring years of experience to quickly resolve any problem or fault that threatens your productivity.

The right strategies

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

The right results

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





Global help desk's immediate intervention

Rely on Swisslog's expertise and speed



Swisslog's Global Help Desk provides global customers with remote, 24/7 service support to resolve incidents before they can impact operations. With the Help Desk's immediate response and continuous support, you can:

- Reduce your burden of inventory management and storage
- Access experienced software, electrical and PLC engineers 24/7
- Tap into a global database to help resolve your incident
- Resolve incidents remotely, reducing costs for 99% of incidents
- Obtain an average response time of 5.7 minutes

» We trust Swisslog and its ability to implement a solution that exactly fits and matches our needs. They know and understand our business.«

Tony DeFrench

Vice President of Distribution for Hat World

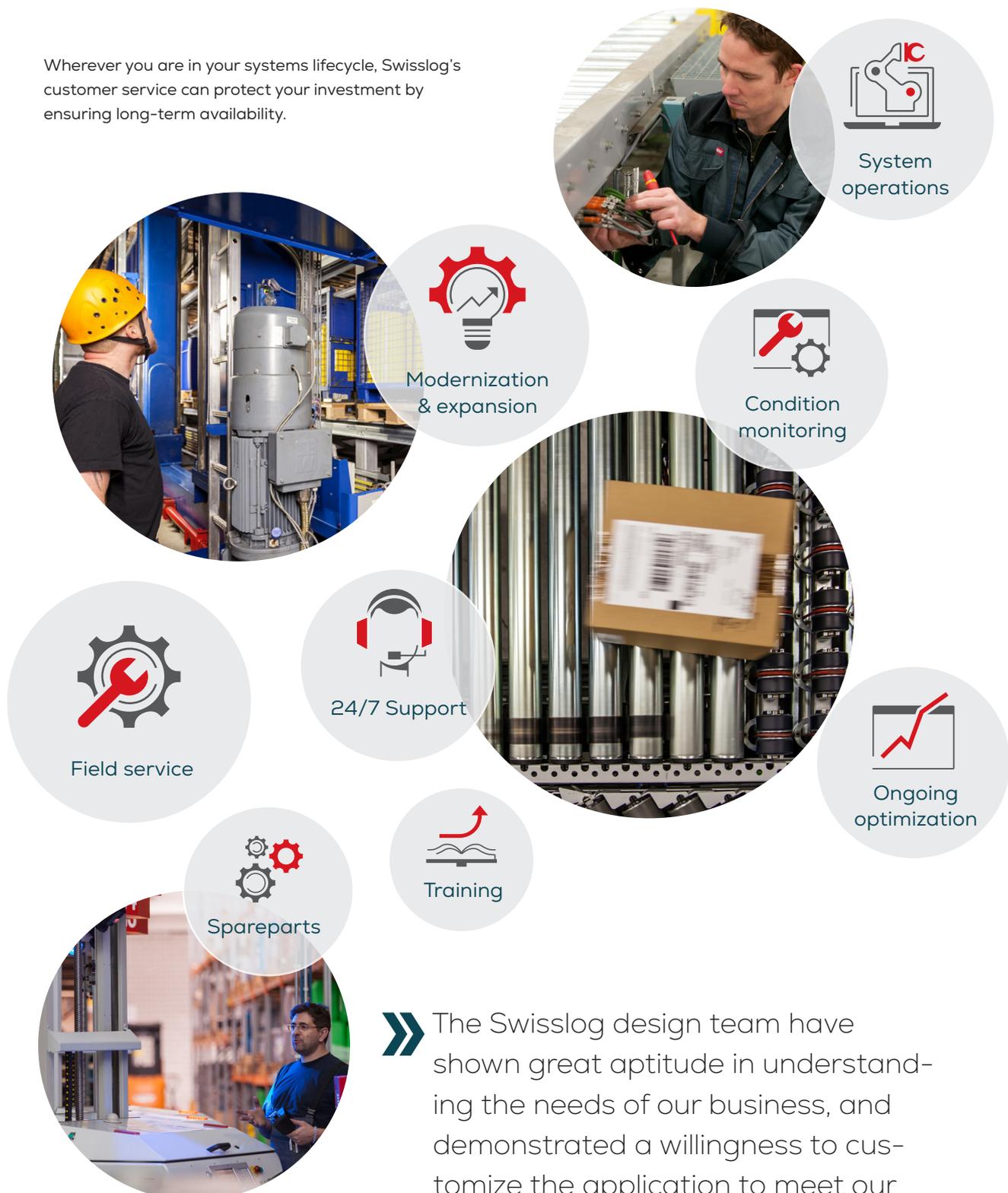
» This advanced logistics solution will strengthen Apetito for the medium term and position us for further growth.«

Ulrich Fenger

Head of Logistics for Apetito AG Rheine

Meet goals quickly with our comprehensive service portfolio

Wherever you are in your systems lifecycle, Swisslog's customer service can protect your investment by ensuring long-term availability.



»» The Swisslog design team have 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

Reduce risk with tailored services and technology

Our services are customizable and tailored to meet your needs and support your throughput goals.

Field service

Preventive warehouse maintenance

- Local support 24/7
- On-site interventions
- Scheduled maintenance and plant inspections booked at your convenience
- Rapid emergency response – less than one hour
- Preventive electrical and mechanical maintenance and control systems
- Repairs and upgrades
- Periodic security checks

24/7 Support

For total peace of mind

24/7 Help Desk

- Triage to assign the right expert
- Continual communication regarding solution progress
- Escalation management
- Documentation of malfunctions 24/7 Remote Support

24/7 Remote Support

- Real-time, comprehensive protection
- Access to original software developers
- Software, network, servers, and control IPCs operate in optimal condition
- 24/7 software support over a secure and stable VPN connection

System operations

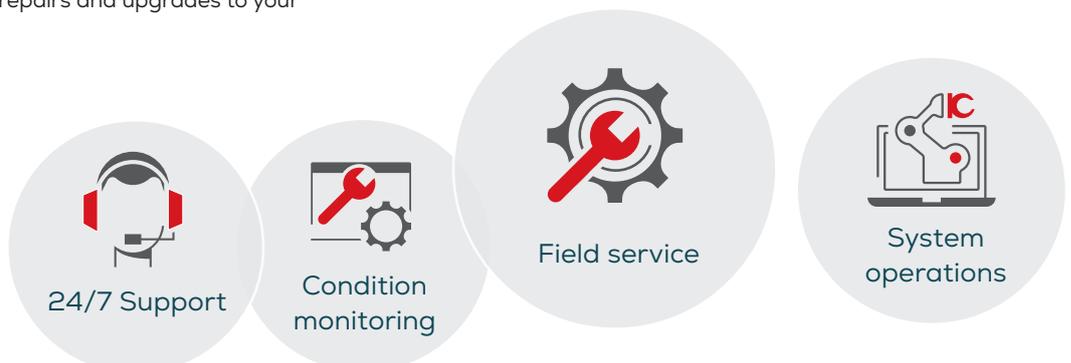
Committed service team always at your side

- Guaranteed availability
- Highly educated, experienced engineers working around the clock at your site
- Choice of on-site management – from localized support, to technical backup, to all-site engineering
- Continual monitoring and analysis of your systems and whole facility
- Consultation and recommendations to optimize operations
- Ongoing testing, repairs and upgrades to your system

Condition monitoring

Meet tomorrow's needs today

- Detecting faults in advance
- Reducing incident downtime
- Replacing or repairing unreliable equipment on your schedule
- Operating equipment at maximum efficiency
- Reducing downtime cost
- Assigning maintenance only when truly needed



Spare parts

World-class parts inventory and management system

- Access more than 120,000 spare parts
- Reduce your burden of inventory management and storage
- Receive the right parts, guaranteed, when and where you need them
- Obtain periodic on-site inventory updates
- Delegate your procurement and delivery responsibilities
- Access customer-specific financing

Ongoing optimization

Local experts backed by a global network

Strategic Optimization

- Identifies and enables alternative material flow
- Maximizes efficiency
- Improves utilization of your installed equipment
- Upgrades system software

Logistical Optimization

- Evaluates your logistics flow
- Eliminates unnecessary activities
- Streamlines picking
- Enables just-in-time inventory
- Reduces waiting time at staging areas

Energy Optimization

- Optimizes your energy consumption
- Reduces energy use
- Realizes significant saving

WMS Optimization

- Optimizes your entire system and operations
- Makes your warehouse more dynamic
- Increases long-term flexibility

Training

Improve performance and safety

Knowledge improves productivity. Enhance employee skills, efficiency and safety with our comprehensive operator and safety training programs.

- Enable employees to quickly resolve errors
- Enhance system performance long term
- Improve warehouse safety records
- Reduce lost skills from employee turnover
- Customize learning to meet specific regulatory requirements

Maximize uptime with early fault alerts

With Swisslog's Condition-based System Monitoring service, you can detect faults in advance and minimize chance of breakdown. Our process monitors all of your technical components. It identifies irregularities and detects faults immediately, allowing you to schedule a response and prevent unexpected failure. You improve availability by:

- Reducing incident downtime
- Replacing or repairing unreliable equipment on your schedule
- Operating equipment at maximum efficiency
- Reducing downtime costs
- Assigning maintenance only when truly needed



Modernize and expand without interruption

» To fulfill our high quality and security standards, we built a highly automated plant in which we require very high levels of availability. With Swisslog as our strategic logistics partner, we can concentrate on our core business of packaging and distributing our high value products.«

Herbert Löchler
Roche

» The modernization of our vault management system went very efficiently and was completed a month earlier than specified in the project plan.«

Daniel Schulthess
SIS SegalInterSettle AG

Modernization & expansion

Enabling your growth

- Trust a single source for consulting and design to civil engineering and building works
- Update your facility without interruption
- Upgrade technology and systems during operations
- Integrate new with existing systems – starting from new system layouts to electrical and mechanical enhancements
- Expand with flexibility and control
- Assess performance and capacity with transparency
- Customize long-term plans

SWISSLOG