



RESIDENT ENGINEERS & MOBILE SERVICE |
**TAILORED SERVICES
FOR PEACE OF MIND**

ALWAYS ON YOUR SITE: ON-SITE ENGINEERS FOR HIGHEST AVAILABILITY & THROUGHPUT

Any period of unplanned system downtime within a warehouse or distribution centre can be costly and the time it takes for a Mobile Engineer to arrive at a specific site can have a huge impact on its daily operations. This is why many customers appoint Resident Engineers; on-site specialists to manage the complete maintenance, repair and servicing of a logistics solution.

Resident Engineers are recruited by Swisslog to adapt to the culture and working environment of the site where they are based. Swisslog ensure that Engineers are trained to know their customers businesses, from their corporate procedures right down to their specific product range – past and present.

Swisslog's Resident Engineers offer customers ready access to technical support. They are equipped to take on the majority of responsibilities associated with day-to-day operations.

BENEFITS

- **Cost-effectiveness:** Whilst an additional cost to overall operations it is one which is quickly off-set, especially when the costs associated with unplanned system downtime are considered.
- **Flexibility:** By appointing Resident Engineers through Swisslog, customers have much more flexibility than when directly recruiting staff. Activities such as changing staff levels in line with seasonal trends, improving skill sets and changing staff availability are all much simpler to implement when appointing Swisslog's Resident Engineers.
- **Peace of mind:** Resident Engineers ensure the long-term availability of logistics installations and provide service and support to ensure customer's installations are technically up-to-date. Swisslog's expert Resident Engineers are trained to deliver first class services and ensure maximum availability of systems.



RESIDENT ENGINEERS PROVIDE SERVICE AND SUPPORT TO KEEP YOUR INSTALLATION TECHNICALLY UP-TO-DATE

PREVENTIVE, CORRECTIVE AND EMERGENCY

Engineers permanently based at your site are able to respond quickly to breakdowns with backup from a robust network of Swisslog support worldwide to minimise expensive downtime. Effective root causing and detailed breakdown analysis ensures that all faults are closed quickly and prevents repeat issues. More importantly Swisslog Engineers are able to implement effective and cost efficient preventative maintenance.

PERFORMANCE MONITORING AND REPORTING

Swisslog's key success on resident operation sites has always been their openness to share and record data on customers' systems performance. This is a major element of their offering and ensures that the customer is always up-to-date with their current site situation from "Mean Time To Repair" to detailed "Power Analysis". This enables Swisslog to quickly develop a strong, proactive and professional relationship with customers based on trust and confidence.

MAINTENANCE ASSESSMENTS

Analysis and assessment of maintenance activities leads to reduced costs and downtime. This is not a constant but a developing and proactive process that changes with the sites requirements.

SITE OPTIMISATION

Swisslog's proactive approach to system operation allows them to identify potential areas of optimisation at customer sites. An example of such an improvement could be matching crane speeds with operational requirements.

MANAGEMENT OF SPARE PARTS / SITE STOCKS

Swisslog's Resident Teams are able to manage and maintain customer's spare parts and site stocks, ensuring that parts can be found quickly when required efficient preventative maintenance.

DAILY MONITORING AND CORRECTION OF SYSTEM PERFORMANCE

'Cockpit' style software solutions tailored to customer's site requirements can display live information relating to their specific operation.

ELECTRO-MECHANICAL

Resident Engineers ensure that qualified and skilled Electrical / Mechanical Engineer support is always on site for servicing and emergency breakdowns.

MOBILE SERVICE SCHEDULED SERVICES FOR MAXIMUM RELIABILITY

Our field service specialists handle maintenance, repairs and fault clearance for all your logistics equipment.

Unscheduled equipment downtimes in a warehouse or distribution center are usually very expensive. Under a service agreement that is tailored to your specific needs, our specialists handle preventive maintenance according to the manufacturer's specifications as well as reactive fault clearance and repairs.



PREVENTIVE AND REACTIVE MAINTENANCE

Our mobile engineers are available to deal with faults under agreed service level agreements in order to minimize downtimes. When necessary, our employees access an international support network, which ensures fast and reliable fault clearance. Our service employees also carry out preventive maintenance.

SAFETY INSPECTIONS

To ensure that you meet the latest safety regulations at all times, our specialists will also be happy to carry out periodic safety checks for your equipment.

RACK INSPECTION

Our service technicians are trained rack inspectors and therefore have the skills needed to carry out the required visual inspections of automatically and manually serviced racks.

SAFETY TRAINING

As the operator of automated equipment, you are obligated to regularly train your employees in all safety measures. We have a tested training program and would be happy to provide you with customized training courses.

OPERATOR TRAINING

Fluctuations in your workforce mean that valuable equipment expertise is lost. To ensure that your equipment is operated safely, we can train your new employees in performing minor maintenance tasks and in operating the equipment.

Would you like to learn how our customized service models can improve and optimize your operations?

Our customer consultants would be happy to advise you.

BENEFITS

- **Cost-effective:** Unscheduled equipment failures are not only expensive, they can also damage your company's image. With our customized services, you can rest assured that your equipment operates reliably at all times.
- **Flexible:** By using our service technicians, you are free to flexibly plan your own staff deployment. This eliminates the expense of training your employees and updating their skills, since our specialists keep up with the latest state of the art and can access a technical support network at any time.
- **Reliable:** Our service employees make sure that your system is always available. Our service portfolio ensures that your equipment is always up to date and can keep pace with your growth strategy.
- **Competent:** Our service employees undergo comprehensive training and know the technology used down to the last detail. Continuous training ensures that we respond quickly and efficiently.

SATISFIED CUSTOMERS



ABOUT SWISSLOG

In today's competitive world, companies must be able to deliver the right orders to the right customers at the right time. Errors and delays in order fulfillment can have a lasting negative impact on the brand, reduce operational flexibility and prevent the reduction of inventory to release capital for growth.

As a committed partner and full-service provider of automated intralogistics systems, Swisslog delivers everything companies need to optimize their logistics, from planning through implementation.

Our order fulfillment and inventory solutions enable companies to achieve the highest throughput at the lowest cost, efficiently handle large catalogs of SKUs, and accurately meet delivery demands and requirements.

DESIGN



Consult



Analyze



Plan Solution



Choose Solution

DEVELOP



Engineering



Integration



Installation



Ramp Up

DELIVER



Preventive Maintenance



24/7 Support



Optimization & Spare Parts



Modernization & Expansion