

Product Guide

# Service Portfolio





# Customer care

**You do what you do best, we take care of the rest!**

Do you have a service contract in place to handle those unpredictable “what if” situations? In an increasingly dynamic market environment, faults and downtime can often have serious consequences including labor costs, lost revenue, and service costs. Did a system malfunction ever cost you to lose a customer or pay exorbitant overnight shipping fees?

Kardex Remstar offers modular service packages that provide support throughout the life cycle of your system and best suit your operations. We strive to minimize downtime, prevent problems, and provide support with the touch of a button whenever and wherever you need it! This service plan portfolio covers:



Kardex Remstar  
service packages



High-quality service



Prevention & protection



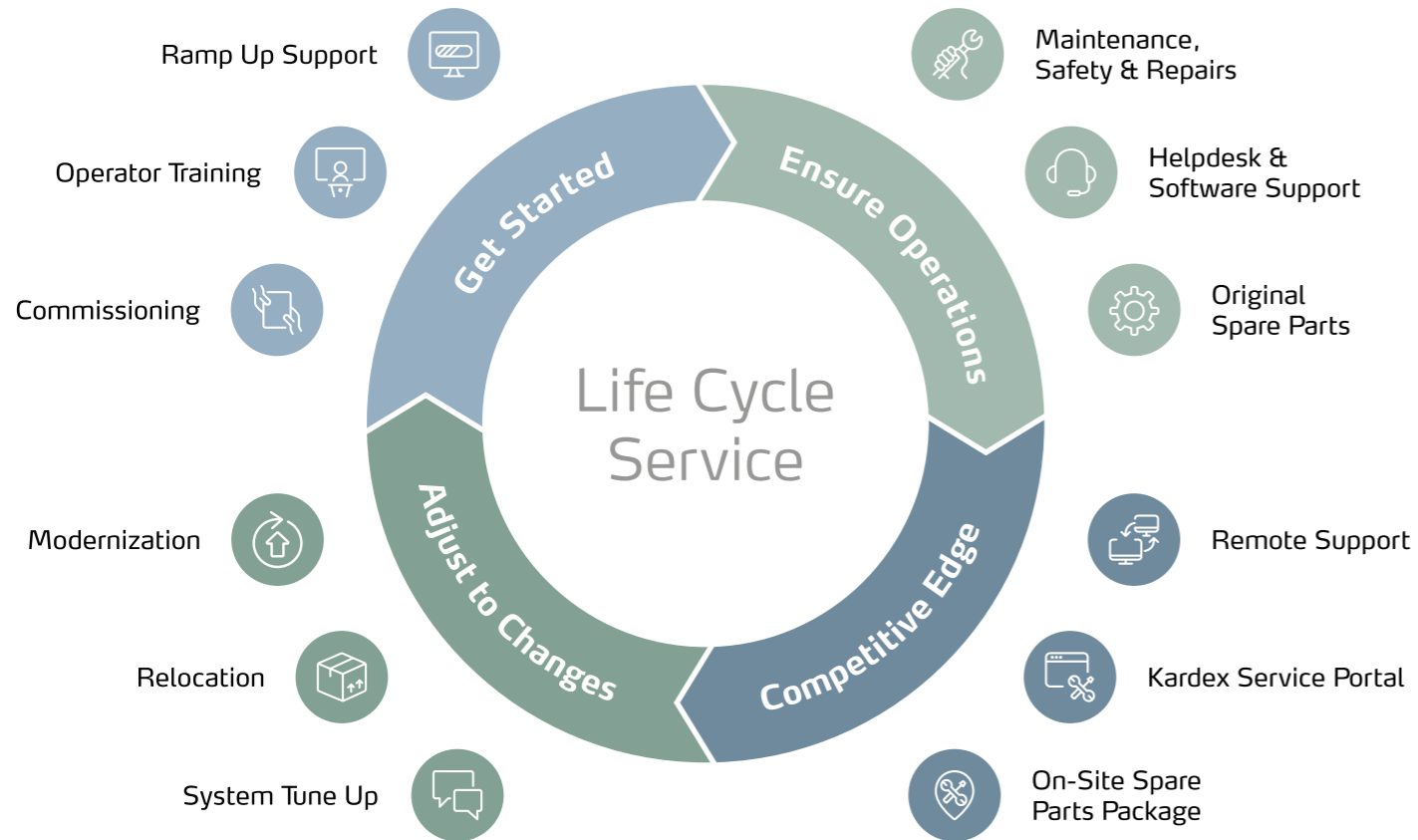
Excellent Remote Support

# Life Cycle Service

## What does Kardex offer?

From replacing minor parts to relocating an entire warehouse, we offer four reliable and modular care packages. These packages were designed to maximize your system's life cycle and provide help when needed via our global network of highly-skilled technicians ready to support you 24/7.

**Combine individual services and find the best service package for your needs!**



# Service packages

## Personalized service contracts

Different contract models for different requirements. Choose the one that's best for your needs.

	BASE Care	FLEX Care	FULL Care	Software Care
	"I need reliable and dependable systems."	"I need guaranteed rapid response in case of malfunction."	"I need maximum availability at predictable costs."	"I need assistance from IT experts to ensure seamless warehouse management processes."
Annual maintenance and inspection	✓	✓	✓	optional
Multiple maintenance and inspections per year	optional	optional	optional	optional
Priority support	✓	✓	✓	✓
Helpdesk unlimited calls		✓	✓	✓
Helpdesk reaction time < 2h		✓	✓	✓
Up to 1h Helpdesk reaction time <sup>1</sup>		optional	optional	optional
Up to 24/7 Helpdesk support <sup>1</sup>		optional	optional	optional
On-site repairs		optional <sup>2</sup>	✓	
Spare parts			✓	
On-site reaction time < 16h		✓	✓	
Up to 2h on-site reaction time <sup>1</sup>		optional	optional	
Up to 24/7 on-site support <sup>1</sup>		optional	optional	
Remote Assistance & Analytics <sup>1</sup>		optional	✓	optional
Access to Kardex Portal <sup>1,3</sup>				✓

<sup>1</sup> Subject to availability. Support might not be available in local language.

<sup>2</sup> Labor cost included during warranty.

<sup>3</sup> E-mail, knowledge base, cases.

# Service portfolio

## Prevention & protection

Even better than solving problems is preventing problems! The shift to ever more complex automated processes calls for a shift in maintenance. Early detection and preventative action are key to keeping your operations running smoothly.

What types of preventive measures do you have in place?

- Do you monitor your systems?
- Do you have critical spare parts handy?
- Do you know your system's overall equipment effectiveness (OEE)?
- Are your machines maintained at the right intervals?
- Do you get fast support in the case of a system failure?

Benefit from proactive monitoring and the possibility to directly access Kardex Remstar systems and software.



Reduce downtime



Minimize technician labor costs



Increase productivity

Kardex has an advanced analysis tool with which we can predict malfunctions and optimally plan preventive interventions.



## Excellent Remote Support

We've got you covered: The Kardex expert Helpdesk team offers fast and professional support 24/7. With our cloud-based Remote Support service platform, we can securely connect to your machines whilst conducting remote fixes when required.

We are also ready to help you with future planning and forward thinking. Perhaps relocating is in the pipeline or your inventory and business demands have changed? The Life Cycle Service team can help with modifications, adapt systems to keep up with changing business needs, and integrate newly available technologies.

In short, Kardex Remstar is always nearby when you need us!



## High-quality service

High-quality customer care is definitely of the utmost importance. We're proud to share success stories and take pride in the level of quality our technicians provide!

«Kardex Remstar carried out the relocation of seven units for us, including complete dismantling and reassembly at the new location. The service technicians were highly skilled, worked safely, and precisely. They also met all stipulations.»

K.M, Head of Logistics at Matrium GmbH.

The results of a recent study surveying 3,000 customers from 22 countries showed that 90% of respondents are satisfied or very satisfied with the service; 94% would recommend Kardex Remstar.

Kardex service support means you no longer have to worry about expensive repair costs. You can avoid incurring unnecessary, expensive costs by using our certified technicians. Our technicians receive periodic training at the Kardex Remstar Academy to ensure they can serve as trusted advisers and are 100% competent. Practice has shown that their training and instructions have a direct impact on daily performance.

# Benefits

Kardex Remstar ensures your systems run flawlessly day and night throughout their entire service life. Find out more about the benefits and possibilities for periodic and preventive maintenance and the modular customer care service we offer.

## Prevention & protection

Depend on Kardex to avoid unnecessary downtime, monitor systems remotely, and prevent malfunctions from occurring.

## High-quality service

Trust our highly-trained technicians to always provide knowledgeable and outstanding support.

## Modular packages

Identify the customer care services that are most critical to your operations and select the Kardex package that best suits your needs.

## Remote Support

Rely on our cloud-based service platform monitored by expert technicians to help identify and fix malfunctions remotely.