



## RESIDENTIAL SERVICE

The Residential Service programme offers the optimum in technical support. BEUMER Group engineers will take residence on-site and will take full responsibility for maintenance and/or operation of your material handling system. Whether it is an advisory service, subject matter expertise or a large team settled permanently on site, together with you, we will find the right model to support your business. With BEUMER Group engineers taking responsibility for your material handling system it allows you to concentrate on your core business.

BEUMER Group offers 24/7 support, 365 days a year, tailor-made to your needs.

### FEATURES

- › Extensive experience in operation and maintenance, worldwide
- › Continuous improvement (Six Sigma)
- › Conceptual work methods, sharing knowledge and experience
- › Comprehensive training and competence development plans
- › Comprehensive reporting programme

### BENEFITS

- › Responsibility and accountability for your system
- › High availability
- › Best practice processes from many years of experience
- › Advisory service
- › Expert knowledge on-site

## PREVENTIVE AND CORRECTIVE MAINTENANCE

In order to secure a stable operation for our customers and the lowest product life cycle cost, all tasks regarding preventive maintenance are planned and performed by BEUMER Group. Preventive maintenance includes regular service activities on material handling equipment such as inspections, safety checks and replacement of worn parts. The preventive maintenance is planned according to the needs and constraints of the individual customer operation to ensure that there is little or no impact on operational delivery. During operational hours, our staff are ready to perform any necessary corrective maintenance at any time, including rectification of mechanical, electrical and system related equipment failure.

## OPERATION

With attention focussed on customers' material handling system and operational flow, BEUMER Group will operate, monitor and control the entire material handling system. The control system will be monitored by our highly qualified staff, during all operating hours. Our control and monitoring staff are continuously in contact with the technicians on duty, which ensures a very short reaction time if errors occur.

As a contingency, we believe that fall back plans, system recovery exercises and troubleshooting exercises are essential for the customer's successful operation. Various fault scenarios will be described and action plans made for each individual scenario. In case the scenario happens in real operation, all our staff know exactly what to do, where to be, and who needs to execute which operation or activity.

## ADVISORY SERVICE

With the Residential Service Programme, our customers benefit from our 20+ years of technical and operational experience plus the competences within the BEUMER Group Network of 4000+ dedicated employees. As your honest and trusted partner, we will continuously advise and share our knowledge and best practices.

## COMPREHENSIVE REPORTING

Our customers are increasingly focused on monitoring key performance indicators of system and operational performance. In order to give our customers a transparent status overview of the system we provide comprehensive reporting in accordance with customers' needs and requests.

## SPARE PART MANAGEMENT

Spare parts will be managed by our on-site maintenance team. To reduce cost and enable efficient supply-chain management, stock levels are continuously monitored and adapted to the operating requirements of the system.

## FACILITY MANAGEMENT

To allow our customers to focus on their core business, we maximise the benefits of having our team on site by handling and managing your facilities for you. Our BEUMER Group team becomes your single point of contact for your material handling and professional facility management.

## OPERATIONAL OPTIMISATION

With the philosophy – keep your system young – BEUMER Group works according to the Six Sigma continuous improvement principle and all our Residential Service Managers are trained Six Sigma certified. Thorough analysis of KPI's and other parameters are performed on a regular basis, in relation to equipment, software, communication, staff and training.

## SHARING OF BEST PRACTICE

To give our customers all the benefits from experiences from other BEUMER Group sites worldwide, all our Residential Service Managers are part of a knowledge sharing programme. They meet bi-annually with colleagues from more than 70 Residential Service sites worldwide and we share and re-use experiences, so best practice procedures are in place at all times.

## STAFF

We continuously monitor and develop the competencies of the staff working on your system and take complete accountability for system performance and operational efficiency. A training plan is created to secure that the engineer receives any training needed. All our engineers worldwide follow this programme, so relocating staff internationally is easy.

# THE BEUMER GROUP CONCEPT – ADDED VALUE

