



### A LIFELONG COMMITMENT

At BEUMER Group, your success is our success. It is not enough to simply deliver on a request – more value can be gained from long-lasting partnerships based on common achievements.

### TOTAL LIFE CYCLE SUPPORT

Our tailored support programmes are designed to provide you with the assistance you need for today and for the future. This does not only cover you with reliable, specialist support if things go wrong, but it also means that we are constantly working to find better ways to optimise your systems and improve overall efficiency.

Under our total life cycle support programme, we ensure that you are kept up-to-date with all system upgrades and improvements to maximise productivity throughout your system's lifespan. Also, by a process of gradual enhancement rather than a costly and time-consuming overhaul, we can adapt your system to help meet

changing operational needs, such as for additional capacity or higher availability. Think of it as the most flexible way to keep your system young and in its prime.

Furthermore, all our activities throughout the system life cycle are to foresee and avoid problems already before they occur. Even though some problems can never be completely pre-empted, we have developed sophisticated preventative and predictive measures that are the most effective way to keep system errors or malfunctions as rare and unlikely as possible.

### A PERSONAL APPROACH

Our commitment to delivering a truly personal support has led us to create the BEUMER Group hotline. On-call 24/7, our hotline consists of highly skilled engineers who are qualified to give expert support on all topics and issues. They all have a deep understanding of each and every one of our installations, plus instant access to system designs and core information, so you can get detailed,

reliable and immediate support on any enquiry. Each hotline engineer is kept up-to-date with all new technical developments and any recent upgrades you may have had, as well as quick access to a backlog of issues you may have experienced in the past. They can remotely access your system to evaluate and solve problems straightaway or, if the situation requires a hands-on response, they can dispatch emergency call-out teams to support you on-site.

### A DIFFERENT PHILOSOPHY

At BEUMER Group, we believe that our customer support programmes should be directed by you. This is because the best product development doesn't only come from our specialists, but also from the people who live and work with our systems every day – our customers. We are here to support you, to learn with you and to ensure your investment makes a valuable difference to your business every minute of every day. This is how we make customer support – different.



BEUMER Group is an international leader in the manufacture of material handling systems for conveying, loading, palletising, packaging, sortation and distribution. The Group has installed and delivered projects that include many of the world's largest and most advanced material handling operations, being fully supported by its global network of customer support branches.

The BEUMER Group employs about 3,700 people and is present in many industries worldwide, including airports, food & beverage, chemical, post & parcel, warehouse & distribution and building materials.

For more information about customer support or where to find your local BEUMER Group office, please visit our website at:

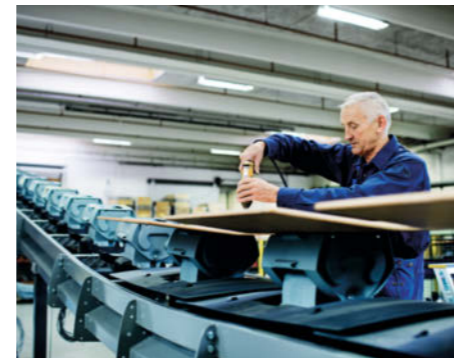
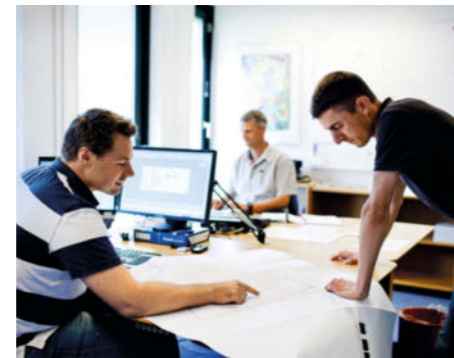
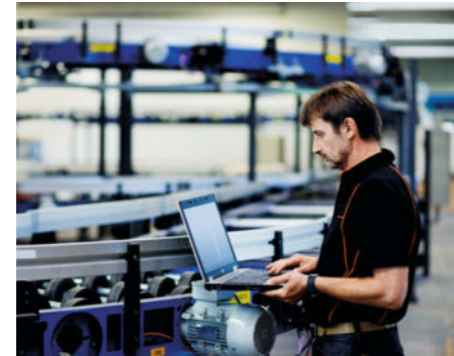
[www.beumergroup.com/customersupport](http://www.beumergroup.com/customersupport)

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# CUSTOMER SUPPORT MADE DIFFERENT

# YOUR POINT OF VIEW



At BEUMER Group, we take a different approach to service and support. We give our customers the opportunity to focus on their core business and trust us to secure their intralogistics systems remain at peak performance, 24/7.

Maximum system reliability, availability and throughput are the core of our offerings – and as a global business we deliver world-class solutions for all our customers. We provide the level of commitment that can only be gained through listening, which leads to a deep insight, empathy and understanding of each individual customer's specific need.

## CUSTOMER-SPECIFIC SUPPORT

We build customer support programmes that are truly anchored in your specific organisation. We achieve that by understanding your operation, emphasising with your concerns, and gaining a clear insight into the consequences of system downtime. Whether it is the solutions we create or the businesses we support, one size definitely does not fit all. While our systems are used in a wide variety of industries, a common characteristic is the mission-critical nature of our technology for your business and reputation. That's why we count downtime in seconds and minutes – not hours. We understand that your business has to operate in a competitive environment where the slightest disruption can send far-reaching and damaging consequences along the supply chain.

## YOU CAN RELY ON US

When you need immediate action, you can count on BEUMER Group for quick and comprehensive support. It is vital that your systems are well maintained and operate at full capacity at all times. That's why our 24-hour hotline support puts troubleshooting in motion within the minute a problem is reported, with support teams ready at a moment's notice. No matter what the emergency is or where it occurs, we are globally organised to respond immediately.

## CUSTOMER CARE

Our customer care programme entitles you to multiple service options, such as maintenance and repair on site through our field service engineers or regular safety checks according to statutory rights. If hardware replacements are needed, our comprehensive warranty service ensures you are always covered.

## MODERNISATION

We are constantly developing new ways to upgrade our software and hardware to extend a system's lifetime, lower energy costs and increase efficiency. We will keep you informed of all relevant upgrade opportunities, based on an understanding of your business and system needs.

## TRAINING AND QUALIFICATION

We offer standard and tailored customer training programmes to make sure your teams are fully qualified to operate your systems. With hands-on guidance, conducted either on-site or at BEUMER Group locations, your teams can maintain optimal operational performance.

## PARTS LOGISTICS

We guarantee spare part replacements around the world through our local companies. As a BEUMER Group customer, you will have your own individual contact to assist you with technical inquiries, warranty issues or repair orders and to secure that your order is delivered on time.

## HOTLINE SUPPORT

Our hotline support is manned 24/7 by highly trained, multi-skilled engineers who all have at least four years of direct field experience. Most cases are solved remotely, however, should the problem require more specialised attention, a BEUMER Group engineer will be quickly sent out.

## RESIDENTIAL SERVICE

With our residential service, we are on-site every day to take complete responsibility for your system uptime, performance and operational efficiency. We can take care of all maintenance and management, including system improvements, contingency plans, specialist advice and repairs.

