

Körber Supply Chain Automation

Resident Services

Turning
complexity
into
opportunity



Resident Maintenance

Warehouse operations management includes many critical and complex processes.

Trusting your daily service to a Körber resident team ensures professional and cost-efficient handling while allowing your team to focus on core business.

The Körber difference

Körber offers both preventive and corrective resident services tailored to match your supply chain system needs. With in-depth knowledge and experience, Körber's onsite technicians reduce the risk of downtime and maximize delivery reliability, wherever you are based in the world.

It is harder than ever to recruit people, train them, retain them and grow their skills. And as these pressures grow, we can provide you with a Resident Engineering team that can secure operations based on years of industry experience.

Rui Pacheco, Head of Customer Service,
Körber Supply Chain Portugal





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Preventive Maintenance

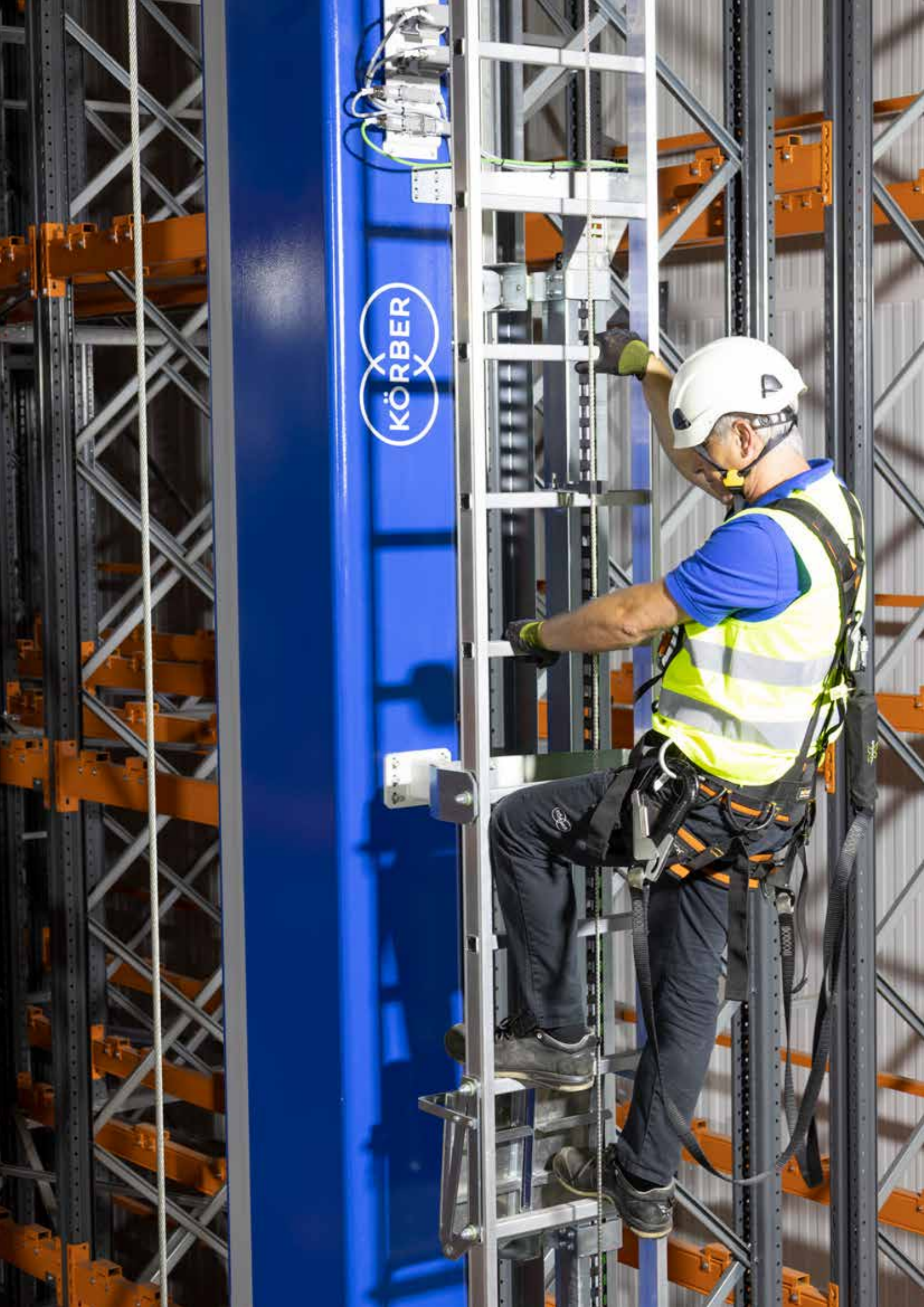
It is always better to be safe than sorry. A well planned and proactive approach to maintenance minimizes sudden failures, unscheduled repairs, and costly downtime.

With Körber's Resident Maintenance Service, you have a 24/7 onsite resident team, responsible for the analysis, planning and execution of your preventive maintenance program. The team is with you all the way by carefully adjusting all steps to your needs.

The service includes:

- **Preventive maintenance program definition, with planning and execution of a yearly work order plan**
- **Detailed report per maintenance intervention**
- **Annual inspection of storage and retrieval machines (EN 528), rack inspections (EN 15635), among others, in accordance with European and international standards for safety and health protection**





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Corrective Maintenance

With the onsite Körber team when a failure strikes, or a system breaks down you can rest assured. Our technicians will respond immediately and reduce any non-productive costs to a minimum.

After corrective maintenance, a detailed root cause analysis is performed to confirm if any equipment changes or related maintenance plans are necessary.

The service also includes:

- **Detailed report of the repair and related root cause**
- **Identified issues are checked at another location and, if necessary, immediately repaired**



Resident Operation

Take advantage of Körber's resident operation service and of our specialized technicians to get the best possible performance out of your system throughout its lifetime.

We technically operate your automated warehouse or distribution centres by providing experts for control room operations as well as trained personnel that ensures imminent response to daily activities, granting you the support to run things smoothly.

The service also includes:

- **Daily cleaning and inspection of equipment and removal of stuck materials**
- **Continuous streamlining of processes**
- **Mechanical and software optimization of your systems**

Körber's team will share and record your operations performance data and deliver a full performance analysis report. Our team will present you with a detailed analysis and a plan tailored to your operation.

Resident Operation is available during the entire system's lifetime.

This way, we look towards creating a solid relationship with our customers, while continuously growing their business.



System Start-up Assistance

If you trained your staff but are still seeking best-practice professionals to ensure smooth and optimized operations, System Start-up Assistance is the key.

Körber's service technicians are trained to bridge the gap between the project team and your service organization. They assure that your staff is equipped with the technical skills to independently maintain the system, adding further support or training whenever needed.

The service includes:

- **Supporting your team with the operation of the system / machines**
- **Investigating root causes resulting in operational downtime**
- **Delivering on-the-job training and support of your local service team**

Flexible resident service agreements

Resident service agreements are always tailored to your specific needs. You can have day-to-day-service or go with long-term maintenance plans. Either you have smaller teams, responsible for certain functionalities, or larger teams that take full responsibility of your system. What matters is what best suits you and your business.



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Customer Spare Parts Management

At Körber, we go all the way to deliver maximum uptime in the most cost-effective conditions through fast and easy access to more than 10.000 spares.

The Körber Supply Chain Resident Service Team manages and maintains your site spare parts stocks, ensuring that the right spare parts are always available when and where you need them. Our team guarantees a quick and tailored response, reducing any type of downtime, planned or not.

The service includes:

- **Spare parts utilization analysis and application, ensuring you always have a stock that fits operation needs and optimizes operational costs**
- **Individual spare parts packages and kits specific to your Körber equipment**
- **Assistance in purchasing and exchanging components with the best lead-time and price agreement for you**



Maintenance Management System

The Körber Resident Service portfolio includes a maintenance management system that helps you streamline and automate processes in maintenance and repair works, improve workflows, minimize maintenance costs and remain compliant with safety regulations.

Data and data transparency are key in managing complex systems and in maximizing productivity. Körber's Maintenance Management System helps you monitor, record, and share your maintenance and repair history.

Full maintenance performance analysis is also an integral part of our service. It ensures high-quality operations management while building a solid partnership between Körber and your service team.

The service includes:

- **Comprehensive work order management workflows**
- **Actionable reporting and analytics**
- **Equipment inventory management**



Any questions?

From offering corrective and preventive maintenance, to supporting you through our remote or digital services, we are here to help your operations run smoothly. With our help, you can avoid component failure and reduce downtime, as well as increase efficiency and ultimately conquer supply chain complexity.

Whatever your need, we have a solution for you.

Find out more

Need more information about our services? We are happy to help you with your service support needs.

Get in touch:

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