

Körber Supply Chain

Our customer service and lifecycle product portfolio

Helping you
conquer
supply chain
complexity



Helping you conquer supply chain complexity

To stay competitive in the fast-changing supply chain world, and meet customers' expectations, warehouses must keep ahead of supply chain complexity.

Maintaining efficient operations is already challenging; continuous improvement and optimization on top is even harder. Our customer service team can give you the lifecycle support you need to stay on top of your operations.

“Körber’s full service offers us a maximum level of technical and financial safety.”

Steffen Buck
Head of International Material Logistics, Quality & Environmental Management, J. Schmalz GmbH

Who we are

We are a team of experts who have been at the forefront of supply chain logistics for more than 30 years, sharing our knowledge and providing excellent customer support. We guide our customers through the best practices to minimize equipment maintenance and operations complexity.

We work globally, with a strong presence in Europe, and extended services to North America and Asia Pacific. We have over 175 service professionals ready to help you, all equipped with broad experience in a variety of industry sectors. Including speakers of over 15 languages, our team already helps more than 650 customers in various countries.



What we will be to you

We are your industry-leading partner for ensuring uptime, maintaining operational availability, and continuously optimizing your system performance. As an innovative partner with a global team and network of service experts, we put together a comprehensive service portfolio addressing all your current and future needs – around the clock.

“The service technicians from Körber have conducted the maintenance of our system since the first implementation in 2001, and the system has remained reliable and field-proven throughout this period. The results of systematic follow-up are daily and weekly operating reports that have often proved an availability of 100% measured over 24 hours on the operation of the 11 cranes and the associated conveying system.”

Stefan Hjerpe
Manager Warehousing & Infrastructure, Tetra Pak Technical Service AB

How we will work together

The smooth running of warehouse operations involves many moving parts. One of these is keeping your equipment up to date, with regular maintenance, or retrofit projects when required.

Our services are flexible to your equipment, goals, and needs. That means, whether we've been with you since implementation or are coming into an ongoing project, we will ensure the smooth running of your operations. In turn, this will help you stay ahead of supply chain challenges, and your competition.

We will start by listening carefully to your needs and concerns. Then, we'll suggest the service best suited to you. We will give you customized ways to maintain operational efficiency, while reducing costs and downtime. And we'll do this either with onsite teams, or on-call engineers.

Maintaining and improving warehouse operations

To be successful, your supply chain must be a well-oiled machine, with its parts efficiently working together, at all times. One component's failure can trigger a problem at the other end of the chain. This is why it's critical to make sure every little component of your operations runs smoothly, always.

Component failure and inadequate equipment can both cause costly delays. Regular check-ups and maintenance can help you avoid any unexpected downtime and add long-term reliability. Retrofit projects to increase automation or upgrade your existing machinery can also ensure you keep up with an increasingly complex system.

To achieve all of this, however, you need specialist expertise able to offer the help you need, when you need it. Backed up by a global team of experts, our engineers and customer support teams can help you respond to all these challenges, and more.

“When the system was first implemented, Körber supplied a package of essential spare parts. If any parts wear out, we can replace them without having to stop the entire system for 3–4 hours, which would cause chaos in our warehouse.”

Inge Fatland
Co-owner and Technical Manager,
Fatland



Answering your challenges

Here's an overview of some of our available customer service products. Our knowledge and experience in solving a variety of customers' challenges means we can give you practical and cost-effective solutions to particular problems.

Field services

- **Technical audits**

These must be carried out regularly for all critical and complex automated systems with continuous operation. We will identify needs for repair, maintenance, and spare parts, as well as optimize opportunities, providing the basis for a long-term product-specific lifecycle plan.

- **Machine safety inspection and certification**

These regulate the country-specific minimum health and safety requirements for equipment use within the workplace. Our service engineers will help you comply with all legal obligations, and add value, by:

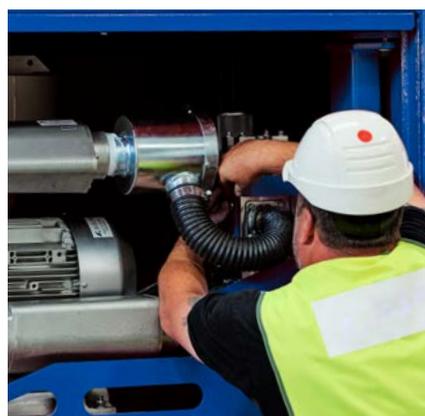
- Improving and guaranteeing the safety of equipment and people
- Improving compliance with international safety standards, and reducing risk liability
- Reducing unforeseen stoppages, increasing system availability and business sustainability
- Reporting the current state of the installation and identifying critical and improvement points

- **Preventive maintenance**

This includes both time-based and event-triggered measures to keep your assets in continuous operation, without any major technical degradations or failures impacting your system's efficiency. We also offer maintenance programs tailored to your specific equipment requirements and operational demands.

- **Corrective maintenance**

In addition to regular inspection and preventive maintenance, we offer corrective maintenance or fault correction services with minimum response time onsite. In the event of a breakdown, our support team is available 24/7 to diagnose and remotely resolve issues, or to dispatch field service technicians when onsite intervention is required.



Digital services

- **Körber Xpert View**

Our new remote maintenance solution is available as an add-on for existing technical helpline contracts. It allows us to identify your equipment issues remotely and quickly by improving communication through a bi-directional audio and video connection. This smart technology, based on step-by-step consultation (and with added features such as annotation and documentation) will quickly and efficiently identify the source of many issues.

As technology advances, we're looking forward to improving and widening our offerings, to give you the support you need. We have more digital solutions in the pipeline, such as cloud services, featuring dashboard views and more advanced analytics.

Remote and IT services

- **Remote service support/technical helpline**

Support from our experts for machinery, automation and software is available 24/7/365. Customers can access it via phone or email. We use a ticketing system to make sure you stay up to date.

- **IT services**

We offer a wide range of IT services, including:

- IT infrastructure monitoring
- Database monitoring
- Patch management (application & database server)
- Software monitoring
- Failover test
- Virus protection
- Backup management



Resident services

- **Resident maintenance**

This gives you a team of fully dedicated service engineers to perform maintenance service on site, while you focus on daily tasks. They will implement effective and cost-efficient preventive maintenance plans tailored to your operational demands. Backed up by a global network of experts, they will respond to breakdowns quickly, minimizing expensive downtime.

- **Resident operation**

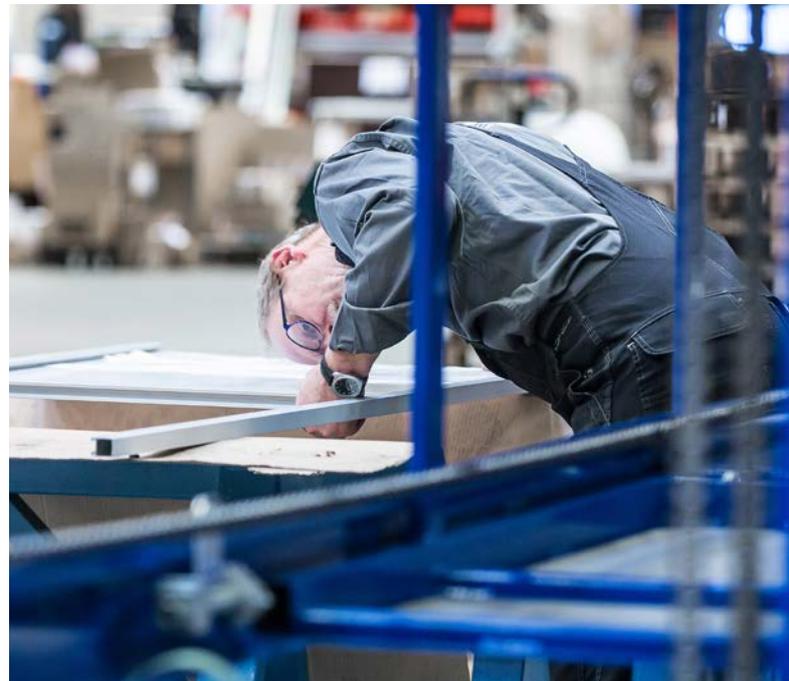
This ensures a quick reaction to everyday operational breakdowns, making sure all faults are resolved quickly and preventing repeated issues. Regular monitoring and reporting of your systems' performance will make sure you are always up to date with the current site operation performance.

- **System assistance (start-up assistance)**

This is temporary on-site support from our service engineers, either during the start-up phase of your system or whenever your operation team requires additional support and training. Our engineers will make sure your team have the technical skills needed to independently look after your system.

- **Customer spare part management**

Our resident teams manage and maintain customers' spare parts and site stocks, ensuring that the right spare parts are available when and where you need them.



Spare part services

- **Spare parts**

We can provide replacements for malfunctioning or worn-out equipment. Most common spare parts are typically in stock and can normally be shipped promptly.

- **Spare parts packages**

We typically prepare and propose a list or package of different spare and wear parts at the beginning of a project. The packages are typically tailored to the individual customer's needs and are project specific.

- **Spare part kits**

These are a specific type of spare part package, to use in specific situations. We have standardized spare part kits readily available for our customers upon request.

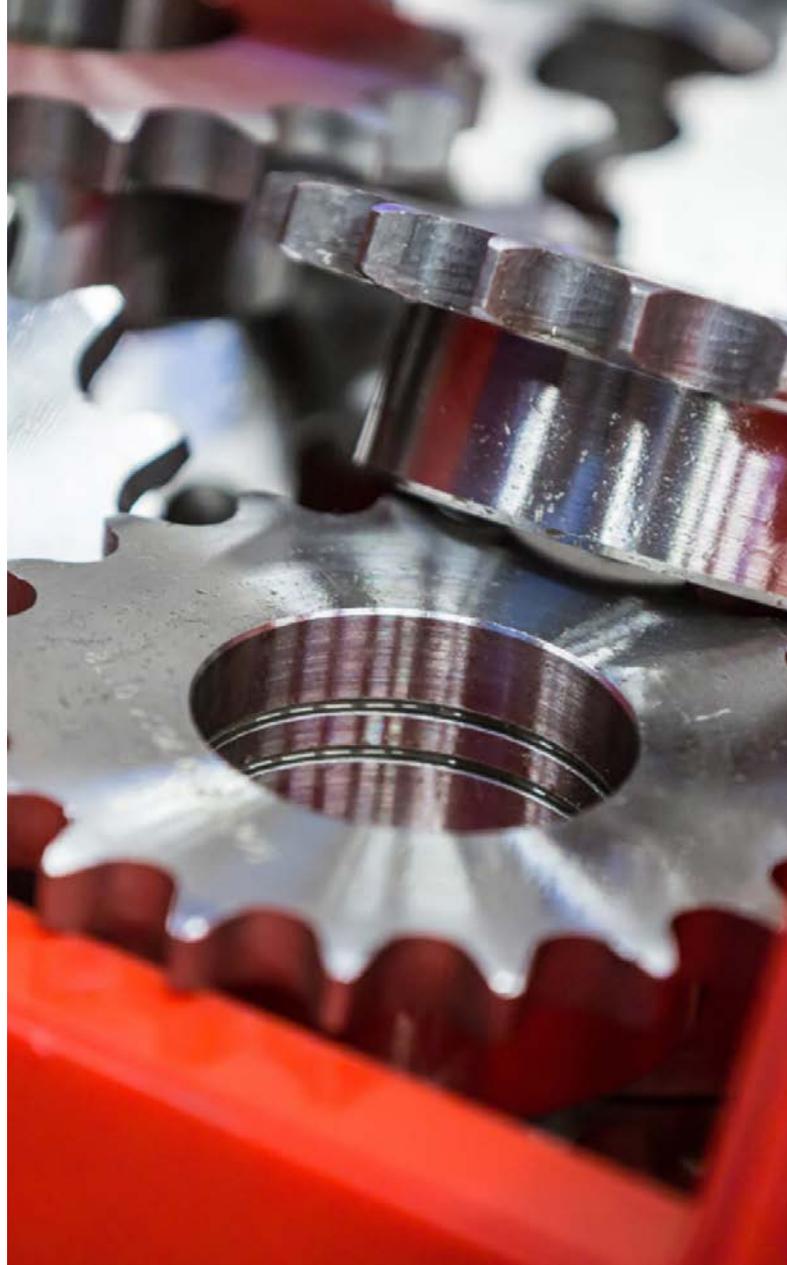
Retrofitting

To make sure your system is ready for future demands and business growth, we provide a wide range of retrofit, upgrade, modernization and extension solutions, such as:

- Additional features and software enhancements
- New automation and controls
- Replacements for outdated end-of-life technology

As a result, your system will be safer, more energy-efficient and more reliable. Our technology will also optimize performance, extending the useful life of your system, as well as increasing productivity.

Our expertise in modernization and retrofitting can help you meet new requirements without disrupting your daily operations. As you continue to focus on your core business, we will be gradually implementing our retrofitting activities to help you gain a competitive advantage.



Key benefits



Optimize system availability

Our experts will maximize uptime and availability across your entire supply chain operations.



Flexible agreements

You can either call us when you need us and we charge by the hour, or sign up to our long-term maintenance plans and service contracts for 3–5 years, up until 10 years.



Your own in-house technical support

We can provide you with a technical support team, if you don't already have one. We also offer maintenance services and technical or operational on-site support.



Conclusion

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

Want to know more about our customer support and lifecycle services?

Get in touch:

Read more →

