

# Remote Support

SMART – CONNECTED – PROACTIVE – SECURE

REMOTE

Request Assistance Button

ASSISTANCE

ANALYTICS



# Kardex Remstar Remote Support: Proactive maintenance from afar – quickly, directly and efficiently



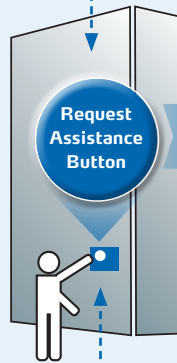
## Classic remote maintenance

### REACTIVE SERVICE

No condition monitoring

### Conventional VPN connection

- Time-consuming process to contact Kardex Service Desk
- No equipment information can be accessed directly online
- Remote maintenance only after an active service request



**NEW**

## Kardex Remstar Remote Support

### PROACTIVE SERVICE

Continuous condition monitoring

Secure Web connection via HTTPS

- Request assistance directly from the unit with the push of a button
- Online access to unit information and analysis via the portal from any location
- Our professional technical support staff will proactively contact you if an error occurs

## Our promise for your data security:

- ✓ **Secure data transfer** via HTTPS – the firewall-compatible standard offers maximum security
- ✓ Remote access to the unit only is possible after you have **given permission**
- ✓ **Secure separation** of your company network using the Kardex Remstar router
- ✓ Access to the router is **not possible from the outside**; you retain **full control**
- ✓ **Encrypted and pseudonymized data transfer**
- ✓ **Secure data storage** in Germany
- ✓ **Only unit and hardware information** is transferred – personal data remains personal
- ✓ **Two-factor authentication** using independent certificates increases protection against unauthorized access
- ✓ Access rights to the unit only granted to a **predefined user group**
- ✓ **Certified and tested:** FIPS-140-2 compliance, ISO 27001:2013



One goal, two applications:  
Top-quality service with operator and management support

## Remote Assistance

## Operator support



**We provide assistance – quickly, directly and conveniently**

- More precise diagnosis by our technical support staff
- Online access allows for more efficient troubleshooting and repairs
- Condition monitoring and request assistance button
- Error logs can be viewed by both parties online via the portal
- Priority hotline connects operators directly with experts

kardexremstar  
PORTAL



**We optimize – continuously, dynamically and efficiently**

- Analysis of unit effectiveness, utilization and cycles
- Unit status messages can be set to suit your individual preference
- Live overview of the equipment status alerts can be seen online
- Estimation of the next maintenance date based on the usage data
- Online access to work reports and unit documentation via the portal

## Remote Analytics

## Management support

**Remote Assistance and Remote Analytics provide greater transparency, productivity and security over the entire life cycle of your Kardex Remstar units.**

**Remote Assistance – always there when you need us**

With our new Remote Support solution, we can **monitor your units via our portal** and **perform proactive maintenance**. The operator can **request technical help directly from the equipment's panel**, send all the necessary information and get assistance. The equipment also sends a report automatically if it stops working, **guaranteeing fast reaction times** and **efficient service processes**. After receiving permission to connect, we can provide a remote diagnosis, which **saves you time and money** and **avoids the need for a technician's visit**. If a problem cannot be solved via remote maintenance, an **engineer is immediately informed about the diagnosis** and comes **optimally prepared to repair the unit on-site**. With Remote Assistance, you save as soon as the first downtime is reported.

**Remote Analytics – always one step ahead**

Our new Remote Support solution **visualizes all the unit's data in Kardex' new online portal**. With the **live overview** you can **get information on the status of your units at any time and from anywhere**, allowing you to enjoy **maximum process reliability**. Furthermore, the portal offers **extensive analysis options** by displaying service callouts, the units' utilized capacity, and the completed cycles. Thanks to such insights, **all processes relating to the use of your units can be continuously improved and optimized**. As such, fluctuations in the utilized capacity of the units during operation can be identified and solved at an early stage. In addition, we use the data to dynamically calculate the best servicing date, depending on how you use the equipment.

Exceptional unit efficiency to guarantee the maximum success of your intralogistics operation

## The major advantages of Remote Assistance



- + **Higher first-time fix rate** thanks to better prepared service technicians
  - + The unit is immediately operational again; **downtime is minimized**
  - + **Faster reaction times and efficient service processes** save valuable time
  - + Fewer misunderstandings facilitate diagnosis and communication, making **problem troubleshooting more efficient**
  - + Fast, direct and convenient assistance **keeps downtime costs to a minimum**
- = **Maximum availability → minimum downtime costs**

## The major advantages of Remote Analytics



- + More efficient use of your units and applications through **process optimization**
  - + **Early detection** of possible downtime and identification of operational faults
  - + **Higher process transparency** guarantees maximum **process reliability**
  - + **More efficient maintenance intervals** lead to a **higher security of planning**
  - + Convenient **internal evaluation** of all services for optimal processes
- = **Optimal utilization → maximum unit productivity and effectiveness**

## Take a detailed look at everything that is possible

Find out more about our Remote Support and the new Vertical Buffer Module product family with your smartphone/tablet:

### Remote Support Movie



### Vertical Buffer Module App

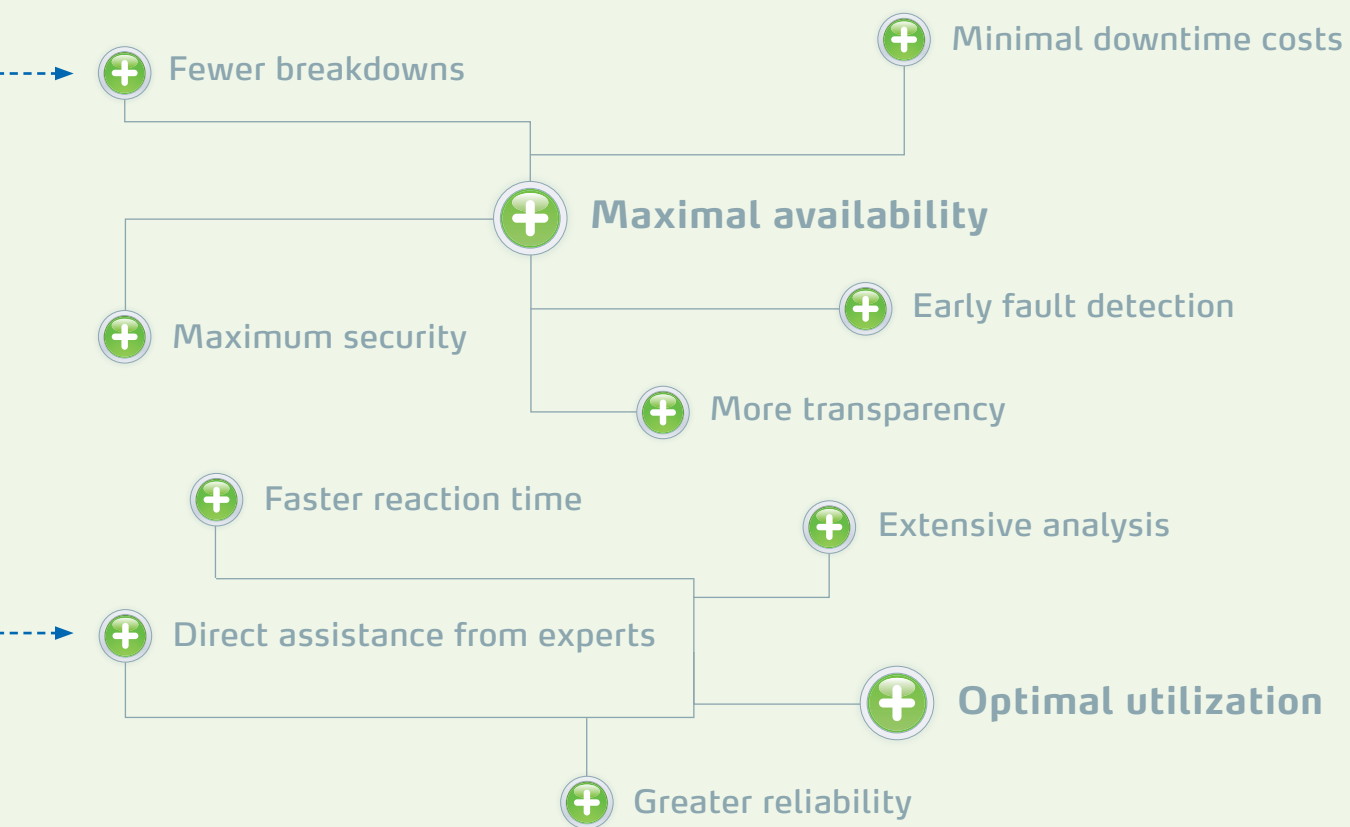


<http://apps.kardex-remstar.com>

More information:  
[www.kardex-remstar.com/service](http://www.kardex-remstar.com/service)






# Kardex Remstar Remote Support: The optimal service solution for your competitive advantage



## Always well advised

You can get Kardex Remstar Remote Support together with our service contracts. Find out about our contracts at [www.kardex-remstar.com/service](http://www.kardex-remstar.com/service), ask your Kardex Remstar contact person, or call us on:

-  +41 44 947 61 11
-  +49 8283 999176
-  +43 699 13 300 300

More information:  
[www.kardex-remstar.com/service](http://www.kardex-remstar.com/service)



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**Further information:  
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