

Körber Supply Chain

Our services and lifecycle support 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 at all times.

Maintaining efficient operations is an ever-present challenge, and continuous improvements and optimizations on top are even harder. Our Services team gives 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

As a team of supply chain experts, we have been at the forefront of supply chain logistics for more than 30 years. We guide our customers and provide excellent customer support by sharing our extensive know-how and industry best practices.

We are a global player with a strong presence in Europe and extended services in North America and in the Asia Pacific region. We have over 175 professionals ready to help our customers, all equipped with a broad experience in a variety of industry sectors. With speakers of over 15 languages, our team helps more than 650 customers all over the world.

We are an industry-leading group, and a reliable and trusted partner for our customers ensuring uptime, maintaining operational availability and continuously optimizing systems' performance. As an innovative player with a global team and network of service experts, we bring together a comprehensive Services and Lifecycle Support portfolio that addresses all our customers' current and future needs.

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 can work together

To run a smooth warehouse operation can be a complex task that involves many moving pieces, parts, systems and integrations. One of the most challenging aspects is keeping up to date with regular maintenance and retrofit projects whenever required.

We are side by side with our customers from the early implementation stages, be it a new project or from the moment we join an ongoing project. We always start by carefully listening to our customers' needs and concerns and only then do we suggest the best-suited services for their operation.

Our goal is to ensure maximum performance and minimize unplanned downtime and operational complexity since we know that it helps customers to stay ahead of common supply chain challenges and from their competition. This can be achieved both with onsite teams and on-call engineers.

Maintaining and Improving Operations

Supply chains in order to be successful need to have all parts efficiently working together at all times. A single component failure has the potential to trigger a massive reaction and cause innumerable problems at the other end of the chain. This is the reason why it is critical to make sure that every little component always runs smoothly.

Component failure and inadequate equipment can both cause costly delays. Regular check-ups and maintenance help avoid unexpected downtime and costly delays, besides adding longevity to the machinery. Retrofit projects represent an important element since it grants the possibility to upgrade the existing machinery and therefore enables keeping up with increasingly complex systems.

But to achieve all these improvements in operations a certain degree of expertise is required, one that we offer our customers with close and all-time available support. Backed up by a global team of specialists, our engineers alongside customer support teams help our customers overcome all challenges.

“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

Field Services

- **Technical Audits and Inspections**

Technical audits have to be carried out on a regular basis. An essential activity that ensures that all critical automated systems are fault-free and are performing at their best. It is through these audits or inspections that we identify the need for repairs, future maintenance operations and spare parts. During technical audits optimization opportunities are also discovered which establish the basis for long-term product-specific lifecycle plans.

- **Safety Inspection & Certification**

Safety inspections and periodical certifications, for instance for rail-dependent storage and retrieval equipment or steel static storage systems, ensure full compliance with country specific health and safety requirements. Our team of service engineers evaluates if all legal obligations are being followed and add extra value by ensuring the safety of workers and equipment. Recurring safety inspections also improve compliance with international safety standards and reduce liability risks. All this helps to ensure high system availability and increased business sustainability, with the regular delivery of reports with detailed information on the current state of installations and identification of critical and areas of improvement.

- **Preventive Maintenance**

A type of planned maintenance that includes both time-dependent and event-triggered maintenance. Preventive procedures ensure that machines and assets keep functioning without the risk of major technical degradations or failures that affect system efficiency. We also offer maintenance programs tailored to specific equipment requirements and operational demands.

- **Corrective Maintenance**

Besides regular inspections, audits, and predictive maintenance, our services portfolio offers corrective maintenance activities. Our support team is available 24/7 to diagnose and remotely solve any kind of issue with minimum disturbance. In the case that it is required an onsite intervention, then a team of field service technicians is dispatched to better assess and solve the situation.





Digital Services

• Körber Xpert View

Customers typically worry about unplanned equipment downtime and production losses. At the same time, it is increasingly important for them to achieve sustainability goals and roadmaps, such as cutting down the CO2 footprint.

Equipment failure can have a huge impact on operations causing business disruption and decreased productivity.

And because every minute counts when a system is down, we now offer our customers premium remote support with Körber Xpert View. It is a cutting-edge system that allows us to identify and solve more incidents remotely, at times faster and in a more sustainable way, and remotely support maintenance activities. To accomplish this, we use Körber Xpert View, improving communication through a bi-directional audio and video connection with AR-annotations. This smart technology is based on step-by-step consultation and enables our remote technical support team's eyes on site when requested by the customer, thus allowing for enhanced remote support service.

As technology keeps advancing, we are also constantly looking to improve and widen our digital services offer. We know that only through continuous innovation we can provide our customers with the right kind of support they need.

Remote and IT Services

• Remote Service Support and Technical Helpline

We all know how important is to tackle downtimes as fast as possible and that is why we offer machinery, automation and software support 24/7. Customers can reach our technical support team by phone call or email 365 days a year and we provide accurate status information through a ticketing system.

• IT Services

Our IT services offer a wide range of activities that go from IT infrastructure and database monitorization, to patch management for applications and database servers, to software checking, failover tests, virus protection and backup management.

Resident Services

• Resident Maintenance

With our resident maintenance services, our customers have at their disposal a fully dedicated team of service engineers to perform maintenance onsite whenever necessary, while they can focus on their core activities. Our engineering team implements effective and cost-efficient preventive maintenance plans, that are tailored to each customer's specific operational demands. Backed by a global network of experts we respond quickly and in an efficient way in order to minimize expensive downtimes.

• Resident Operations

We technically operate our customers' automated warehouse or distribution centers by providing experts for control room operations as well as trained personnel that ensures imminent response to everyday activities, for instance daily cleaning and inspection of equipment and removal of stuck materials. A regular monitoring and reporting allow our customers to always be up to date on their operational performance and easily prevent any future issues.

• System Assistance (Startup Assistance)

A temporary onsite support that takes place either during a system's startup phase or whenever operational teams require extra support or training. Our service engineers ensure that operational teams receive the necessary information and technical skills to independently manage the system.

• Customer Spare Parts Management

Our resident team manages and maintains customers' spare parts and site stocks, ensuring that the right spare parts are always available when and where our customers need them.



Spare Parts Services

- **Spare Parts**

Spare parts are a vital backup that can be the difference between a simple fix or long and expensive downtime. Production stoppages might happen due to a malfunctioning or worn-out piece of equipment and we provide replacement parts as soon as customers request them, with the most common parts always available in stock.

- **Spare Parts Packages**

At the beginning of each new project, we prepare and propose a spare parts package that our customers will need for trouble-free operation of the system. These are always tailored to each project and take into consideration the unique system's performance, machines at use and production levels.

- **Spare Part Kits**

Besides the regular offer of spare parts and spare parts packages, we also provide specific types of kits, pre-arranged for defined replacement situations. Standard spare part kits are also available and are readily delivered upon request.

Retrofitting

High-performing supply chains require updated and resilient systems that assure top performance and are ready to keep up with future business demands and growth. This is why Retrofit projects are a priority for us and we offer a broad range of retrofit-, upgrade-, modernization- and extension solutions.

- Additional features and software enhancements
- New automation and controls
- Replacement for outdated end-of-life technologies



When a retrofit project is implemented, it not only makes the system safer but also more energy-efficient and reliable. Our technology optimizes performance and extends the system lifespan, while increasing productivity.

As industry leaders, we are always ready to support our customers to meet new business requirements without disrupting daily operations. As our customers keep their focus on core business activities, we work on gradually implementing retrofit actions to help them increase their competitive advantage.

Key Benefits at a glance



Digital Services

Our growing portfolio of digital products and features complements Körber's equipment, systems and services. We enable our customers to unlock the potential of smarter systems operations and maintenance, thereby increasing system availability, efficiency and reliability.



Optimize system availability

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



Retrofitting

High-performing supply chains require updated and resilient systems that ensure top performance and are ready to keep up with future business demands and growth. We offer a broad range of retrofit, upgrade, modernization and extension solutions.



Spare Parts Services

We ensure all-around system availability throughout the entire lifecycle with single spare parts, spare parts packages and kits.



Flexible agreements

Contact us when you need us or sign up to long term maintenance plans and service contracts. As a reliable and trusted partner with a global team and network of service experts we ensure uptime and operational availability; 24/7, all year long.



Resident in-house technical support

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.

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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