



BEUMER
technology in motion



Conveying technology Loading technology Palletising technology Packaging technology Sortation and distribution technology

BEUMER Residential Service
Always there, always nearby –
our family business.





BEUMER Residential Service Support you can rely on.

Features

- Extensive experience in operation and maintenance, worldwide
- Continuous improvements
- Conceptual work methods, sharing knowledge and experience
- Comprehensive training and competence development plans
- Extensive reporting programme

Benefits

- Responsibility and accountability for your system
- High availability
- Best practice processes from many years of experience
- Advisory service
- Expert knowledge on-site





Residential Service means that the total maintenance responsibility and/or operation of your sortation system rest with BEUMER. Under the management of a BEUMER maintenance manager, engineers and technicians are employed and trained to carry out all tasks regarding maintenance and/or operation of your system. Giving BEUMER full 24/7/365 responsibility for your material handling system allows you to concentrate on your core business.

BEUMER Residential Service concept covers:

- Operation
- Preventive maintenance
- Corrective maintenance
- Contingency plans
- Spare parts management
- Facility management

Operation

With all attention pointed at our customers' material handling system and oper-



ational flow, our highly qualified staff will operate, monitor and control the entire material handling system during all operating hours. Our control and monitoring staff are continuously in contact with the technicians on duty, which ensures a very short reaction time in case of errors.

- Engineers and technicians are responsible for decisions to initiate downgrade modes of operation or back-up and recovery routines in response to system failures or exceptional operating conditions

- Technicians will attend to all stoppages and jams as a result of call-outs
- Operators will provide a work-around while any part of the system is being worked on, i.e. manual encoding of tags and bar code labels in case of scanner malfunction

Preventive maintenance

In order to secure a stable operation for our customers, all tasks regarding preventive maintenance are planned and performed by BEUMER. Preventive maintenance includes all of the regular service activities on all of the material handling



equipment. The preventive maintenance is planned according to the needs and constraints of the individual customer operation to ensure that there is little or no impact on operational delivery.

Specific activities include:

- Cleaning (for operational reliability)
- Lubrication
- Service inspections
- Calibrations
- Adjustments
- Replacement of worn parts
- Safety checks
- Certification
- Minor repair work

Corrective maintenance

During operation hours, our staff is at all times ready to perform any necessary corrective maintenance. Corrective maintenance means rectification of mechanical, electrical and system-related equipment failure. This provides our customers with increased uptime, and reduced downtime, resulting in a high availability.

Errors can be caused in a number of ways:

- Equipment failure
- Load irregularity
- Barcodes disturbances
- Operator error
- Power failures



Contingency plans

As a contingency, we believe that fall-back plans, system recovery exercises and troubleshooting exercises are essential for the customer's successful operation.

Depending on our customers' operation, we continuously rehearse fall-back plans, system recovery and various troubleshooting exercises in order to secure maximum performance. Various fault scenarios will be described, and action plans made for each individual scenario. In case the scenario happens in real operation, our staff knows exactly what to do, where to be, and who is doing what.

Spare part management

Spare parts are managed by our on-site maintenance team. The spare parts stock is constantly subject to review for possible variation of the number of individual spare parts, in the light of the experience from the operation of the material handling system.



The BEUMER concept – Added Value

Operational Optimisation

With the philosophy – keep your system young – BEUMER works on continuous improvements.

Thorough analyses of Key Performance Indicators (KPI) and other parameters are performed on a regular basis, in relation to equipment, software, communication, staff and training, to ensure continuous improvements.

Operational optimisation includes reports on overall performance, ideas for modifications that could improve our customers' system performance and evaluation of our own staff performance and optimisation solutions.

Reviews

To give our customers all the benefits from experience learned at other BEUMER sites worldwide, all our maintenance managers are part of a knowledge share programme. This means we share and reuse experience, so best practice procedures are in place at all times.

When design reviews are done, we use our highly experienced maintenance managers to participate in accessibility studies, maintainability studies, choice of material/consumables and spare part optimisation.

Staff

We continuously develop the competencies of the staff working on your system and take complete accountability for your system uptime, performance and operational efficiency.

For each engineer a knowledge web is produced to get an overview of his high and low skill areas. A training plan is made to secure that the engineer receives training in the areas where his level of skill is not high enough. Training will be conducted accordingly, either on-site, or at the BEUMER facilities in Beckum, whichever gives the better training. Training will be updated regularly to keep technicians at peak performance.

All our engineers worldwide follow this programme, so replacement of any staff anywhere or anytime is done smoothly, with a low or non-existing learning curve. There will, at all times, be a person with the right competencies to take over immediately.

Some of the most successful airport and logistic systems operators in the world benefit from BEUMER Residential Service.

With our Residential Service concept, we believe in a lifelong partnership with our customers, where the systems are maintained and operated to maximum performance, from cradle to grave.



BEUMER Group GmbH & Co. KG
PO Box 1254 · 59267 Beckum · Germany
Tel. +49 (0) 25 21 - 24 0
Fax +49 (0) 25 21 - 24 280
E-mail: BEUMER@BEUMER.com

Further information is available at

www.beumer.com

BEUMER reserves the right to make modifications that serve technical progress.