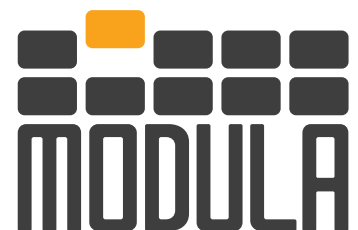


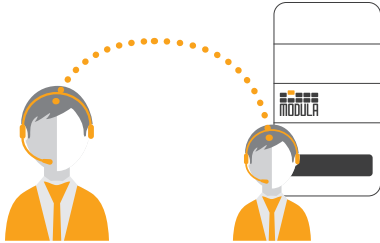


# Modula Customer Care

Think Vertical, Think Modula



# OUR TELEPHONE SUPPORT SERVICES



## TELEPHONE HELPDESK

### HARDWARE AND SOFTWARE

Modula's support services are guaranteed for all customers. Most issues are dealt with and resolved over the phone. Our qualified technicians can guide you remotely through hardware and software operations.



*Subject to availability, support might be not available in local language*

## VIP RECALL

### PRIORITY RECALL WITHIN 30 MINUTES OF REPORTING (HARDWARE AND SOFTWARE)

Subscribing to VIP Recall ensures you will be contacted within 30 minutes of your call, in case no operator is available immediately. That way, we can take action as quickly as possible to resolve issues remotely or plan an on-site intervention.

◆ Included in **BASIC**, **STANDARD** and **PREMIUM** service agreements



*Subject to availability, support might be not available in local language*

## EXTRA TELEPHONE SUPPORT

### HARDWARE AND SOFTWARE

Our telephone support service is also available outside normal working hours, to provide an optimum response to your needs.



*Subject to availability, support might be not available in local language*

## REMOTE ASSISTANCE VIA TEAMVIEWER

### SOFTWARE

If you have the Modula WMS software, we have a web connection service for our operators to access your systems remotely.

Remote assistance is free with TeamViewer for software issues related to Modula WMS.

Remote assistance services with tools other than TeamViewer (for example, a VPN) are available for a specific fee.

# OUR ON-SITE SUPPORT SERVICES

## ON-SITE ASSISTANCE



Our specialist technicians can carry out on-site visits to resolve technical issues.

We have the main spare parts in stock, so we can take direct action on your Modula to get it going again as soon as possible.



## FAST SERVICE HARDWARE

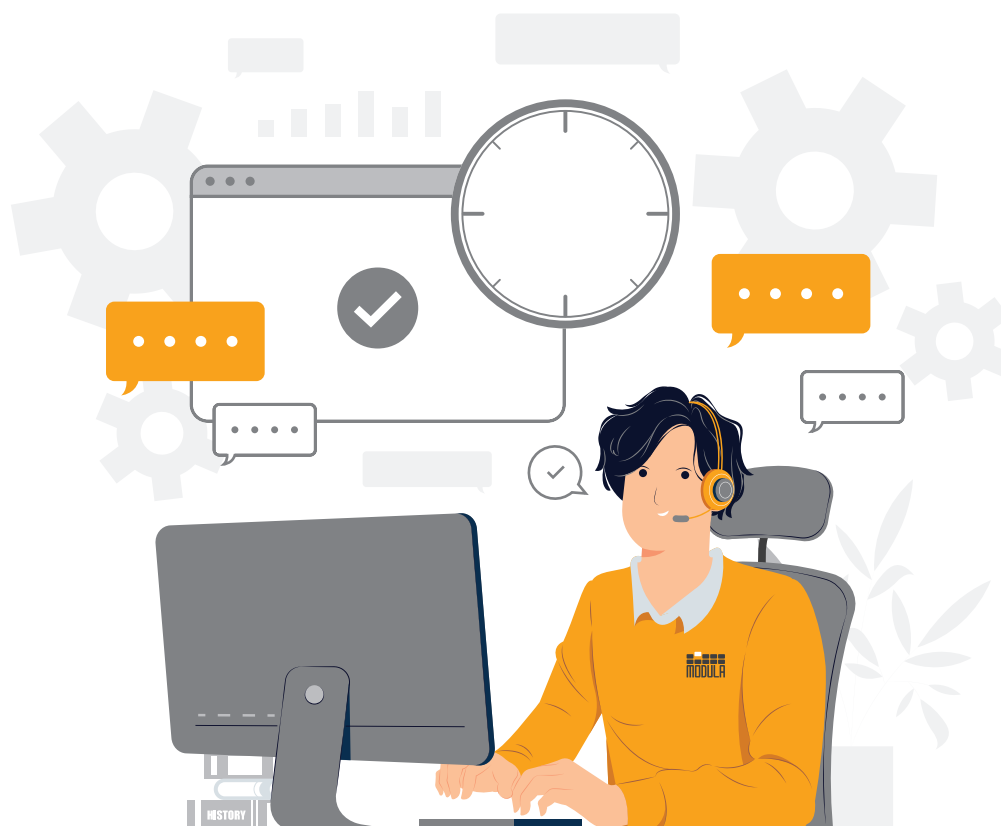
We take prompt action to resolve electromechanical issues.

To avoid production downtime, we guarantee a response time of less than eight working hours from receiving your call and approval for the work.

Calls are taken and work is then done during normal working hours.

 Included in **STANDARD** and **PREMIUM** service agreements

*Subject to availability, support might be not available in local language*



# MAINTENANCE AND SPARE PARTS



## PREVENTIVE MAINTENANCE

### HARDWARE AND SOFTWARE

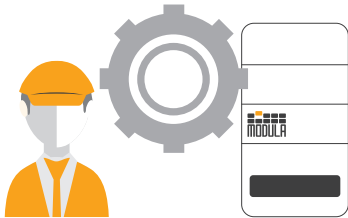
To guarantee your warehouses always function correctly, Modula offers periodic maintenance contracts appropriate to your usage times and/or the number of tray cycles completed.

The machine is programmed to alert you via the operator console when maintenance is required.

Preventive maintenance offers:

- regular system operations checks (on hardware)
- identification and elimination of any faults.

◆ Included in **BASIC**, **STANDARD** and **INFINITY** service agreements



## SCHEDULED PARTS REPLACEMENT

Based on the cycles and activities of your Modula warehouses, we set a schedule to provide you with the spare parts you need in time and replace them where necessary, to ensure your system works perfectly.

◆ Included in **INFINITY** service agreement



## EXTENDED WARRANTY

The standard warranty that comes with your machine purchase can be extended. The only exceptions are the spare parts outlined in the machine's maintenance plan, which are susceptible to wear and tear. To enroll in the extended warranty program, scheduled preventive maintenance is a prerequisite.

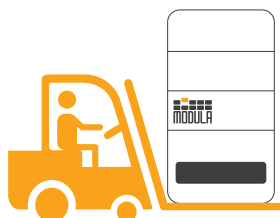
◆ Included in **PREMIUM** and **INFINITY** service agreements

# SPECIAL REQUIREMENTS? WE'LL FIND THE RIGHT SOLUTION FOR YOU.



## AFTER-SALES ADVICE

To make your Modula machines perform even better, we offer a dedicated customer-focused advice service. After purchasing a Modula, you can always count on our team for personalised advice. Our staff is available to help you to set up new features or options that improve warehouse efficiency.



## MODIFICATIONS AND RELOCATION

An ad-hoc on-site visit from our staff is required for:

- structural modifications to warehouses (adding trays, raising their height, payload variations, tray reduction, etc.)
- relocation of warehouses within the same building or to a different location.



## OPTIONS

To optimise or improve the performance of your Modula warehouses, you can purchase additional and supplementary options at any time.

For example:

- EKS/RFID/badge reader
- laser pointer
- put-to-light
- barcode reader
- sliding console
- automatic door
- end picking button and pedal
- external bay lighting
- alphanumeric bar
- LED bar
- counting scale
- label printer
- telescopic bay
- trolley.

# FIND OUT HOW TO GET MORE FROM YOUR AUTOMATED WAREHOUSE



## MODULA CLOUD

With the “Modula Cloud” platform, you can monitor connected warehouse status remotely, gather statistical data on how they are working or receive a rapid response on the event of errors or machine downtime, by opening a case with Modula customer care direct from the Modula console (comprehensive service agreement). It also gives you access to dedicated reports and dashboards to view cycles, efficiency, saturation, etc.

◆ Included in **INFINITY** and **SOFTWARE PLUS** service agreements



## TOP TRAINING

### ADVANCED TRAINING COURSES

Advanced training courses are available for you and your team, to increase your know-how in warehouse management. Courses can focus on hardware or software training, for operators, maintenance staff and your software department. You can request tailor-made training, both on site and remotely.



## SOFTWARE MAINTENANCE

Keeping the SW updated let you have always the latest improvements in terms of performances and safety, new functionalities that can help you to fulfill your requirements in terms of overall warehouse management.


◆ Included in **SOFTWARE PLUS** service agreement

## SOFTWARE CONSULTING

We can also provide dedicated software advice to look into any new solutions together. This special service is the best way for providing you a personal support for configuring your Modula solution for fullfitting your requests from both integration and operative point of view

◆ Included in **SOFTWARE PLUS** service agreement

# CHOOSE THE SERVICE AGREEMENT THAT SUITS YOU!

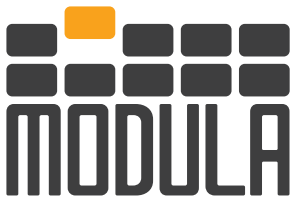
	BASIC	STANDARD	PREMIUM	INFINITY	SOFTWARE PLUS
PREVENTIVE MAINTENANCE	◆	◆	◆	◆	
VIP RECALL *	◆	◆	◆	OPTIONAL	OPTIONAL
FAST SERVICE *		◆	◆	OPTIONAL	
EXTENDED WARRANTY			◆	◆	
MODULA CLOUD	OPTIONAL	OPTIONAL	OPTIONAL	◆	◆
SCHEDULED PARTS REPLACEMENT				◆	
EXTRA TELEPHONE SUPPORT *	OPTIONAL	OPTIONAL	OPTIONAL	OPTIONAL	OPTIONAL
SOFTWARE MAINTENANCE					◆
SOFTWARE CONSULTING					◆

\* Subject to availability, support might be not available in local language

# MODULA WORLD



Modula is present in 5 continents with dealers and branches located in over 50 countries



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