



CONTROLLING COMPLEXITY

# EAE FLOW.CARE

# EAE FLOW.CARE - CUSTOMER SUPPORT KEEPS YOUR OPERATION GOING



## YOUR ADVANTAGES:

### Maximised uptime of your operation

With EAE Flow.Care, your service request is prioritised. Combined with quick resolution times, your operation is up and running in no-time.

### Predictable cost of ownership

For a fixed amount, you are ensured of a functional system. No hassle, no surprises, no unforeseen costs.

### Protected by the latest IT security

An up-to-date system is the basis for a reliable operation. We ensure your IT security, you focus on your operation.

**We care about our customers and about our systems. The EAE Flow.Care service team is ready to support you 24/7 and around the globe. All this to secure that your operation can continue its high-performance at maximum availability.**

**All services are bundled into a tailor-made Service Level Agreement (SLA) consisting of the following modules:**

- 24/7 Hotline & remote support
- Maintenance
- Patch management
- Spare parts
- (End) Customer training

## 24/7 HOTLINE & REMOTE SUPPORT

Via our customer support centres you are directly connected to our team of support experts. They will analyse, diagnose and resolve your issue if possible remotely. When on-site work is required, you can also rely on our nearest service engineer. Our worldwide network of experts is ready to assist you.

## MAINTENANCE

Quality solutions deserve quality service. According to our maintenance plan, our service experts provide remote-, planned- and unplanned maintenance. This in order to guarantee up-time of your material handling system. We provide the following maintenance services:

- Remote maintenance
- Preventive maintenance
- Corrective maintenance

## PATCH MANAGEMENT

To ensure maximum software efficiency, reliability and security, our team of experts is available to update your system to the latest software standards. These updates include critical security patches, firmware updates, updates to the latest operating system (OS) version and functional updates of the EAE Flow software system.

## SPARE PARTS

Spare parts maximise your systems up-time. EAE Solutions fully services you on this field with the following services:

- Initial spare parts package
- Replenishment of spare parts
- Stocking of spare parts

## TRAINING

Systems perform best when they are operated by skilled people. Therefore we train your personal to improve their knowledge. We offer 2 types of training:

- Operator training
- Maintenance training

## CONTACT US

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