# Bizerba Service

## Solutions from a single source

www.bizerba.com

BIZERBA

# Service with a vision

We keep an eye on everything for you. This makes us a solutions provider who supplies you with products and services from a single source. Our service specialists make sure worldwide that everything runs smoothly right from the start. In a fast, efficient manner and at predictable costs.

Good service means: We are at your service in any life phase of your hardware and software. Simply select the type of service you require—from basic to full services. Whether as a one-time service or with My Bizerba Service contract: It feels good to know that your investment is protected with us as a partner right from the beginning.

No matter which Bizerba service you choose, you benefit from
- the quality and size of a leading company
- industry-related and individual service
- fast, efficient and transparent support
- predictable costs
- optimized operations or processes and an
- increased service life and functional life of your Bizerba solution.

**Welcome to the Open World of Bizerba**

Our service is available to all future-oriented customers. No matter if you choose Bizerba hardware or software or comparable products from other manufacturers.

# Good service is easy, fast and reliable

A contact person who quickly takes care of everything in order for your processes to run smoothly. With our service quality this is possible. So you can concentrate on what's important — your customers.

**We are where you are**
We are a market leading provider of weighing and slicing technologies for commerce and trade. In the industrial weighing and labeling technology sector we are one of the worldwide leading specialists. With our 80 subsidiaries & representations we are always near you.

**"With our modular systems and flexible service packages we give our customers the best possible prospects in their industries."**

Andreas W. Kraut, CEO and shareholder
of Bizerba SE & Co. KG

## 1,000+

More than 1,000 Bizerba technicians and 350 technicians from our partners are always on hand and available for you worldwide. Our team of specialists consists, for example, of mechatronics engineers or electrical engineers, automation and network engineers and IT specialists.

## 24/7

To make sure that everything runs smoothly we are at your service up to 24/7. We are personally available to you via our service hotline. Your qualified contact person makes sure that one of our local service employees will help you quickly and straightforwardly.

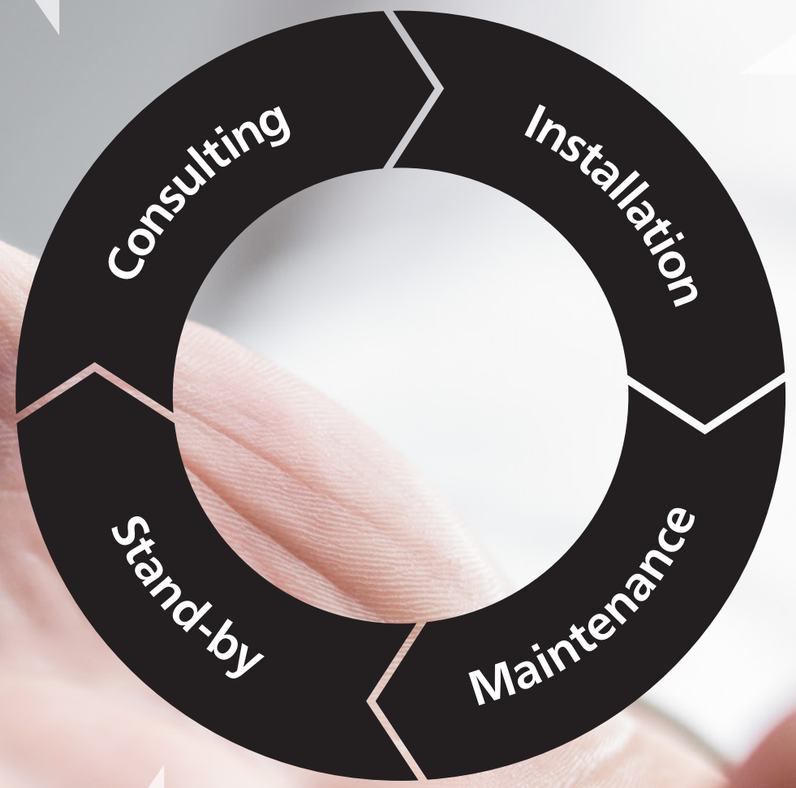
## 20,000+

We permanently keep more than 20,000 original Bizerba spare parts in stock. Sophisticated and tested quality for speedy spare parts logistics also operating overnight.

**Qualified service staff**
Our service employees are specialists. They receive initial and further training at any level, know the needs of your industry, meet legal requirements and respect your individual operating conditions. Professionalism which you can notice, e.g., on the fact that your Bizerba service employee reliably complies with current hygiene and safety standards in your company or production.

# Service for each phase

With our service know-how we offer you the right support for your systems or equipment. From process consulting, installation and maintenance up to stand-by service. Once we know your needs, we will find the right solution for you. Defined processes which help you in terms of effort and responsibility.




### Consulting at eye level

Each customer has different requirements. Therefore, we will conduct a professional consultation meeting at the beginning of our relationship. To us, being professional means: We know your industry, talk to you at eye level and determine your individual needs. On this basis we advise you how you could optimize your processes and how to achieve your goals with us as a partner.

### Smooth installation

Individual, fast and reliable. This is how we implement the installation and configuration of your Bizerba hardware and software. And we are transparent for you every step of the way. We efficiently setup and adjust your solution, smoothly integrate it in your production or support you, e.g., with the connection to your software systems and IT landscape. And even beyond we are happy to pass on our know-how to you.

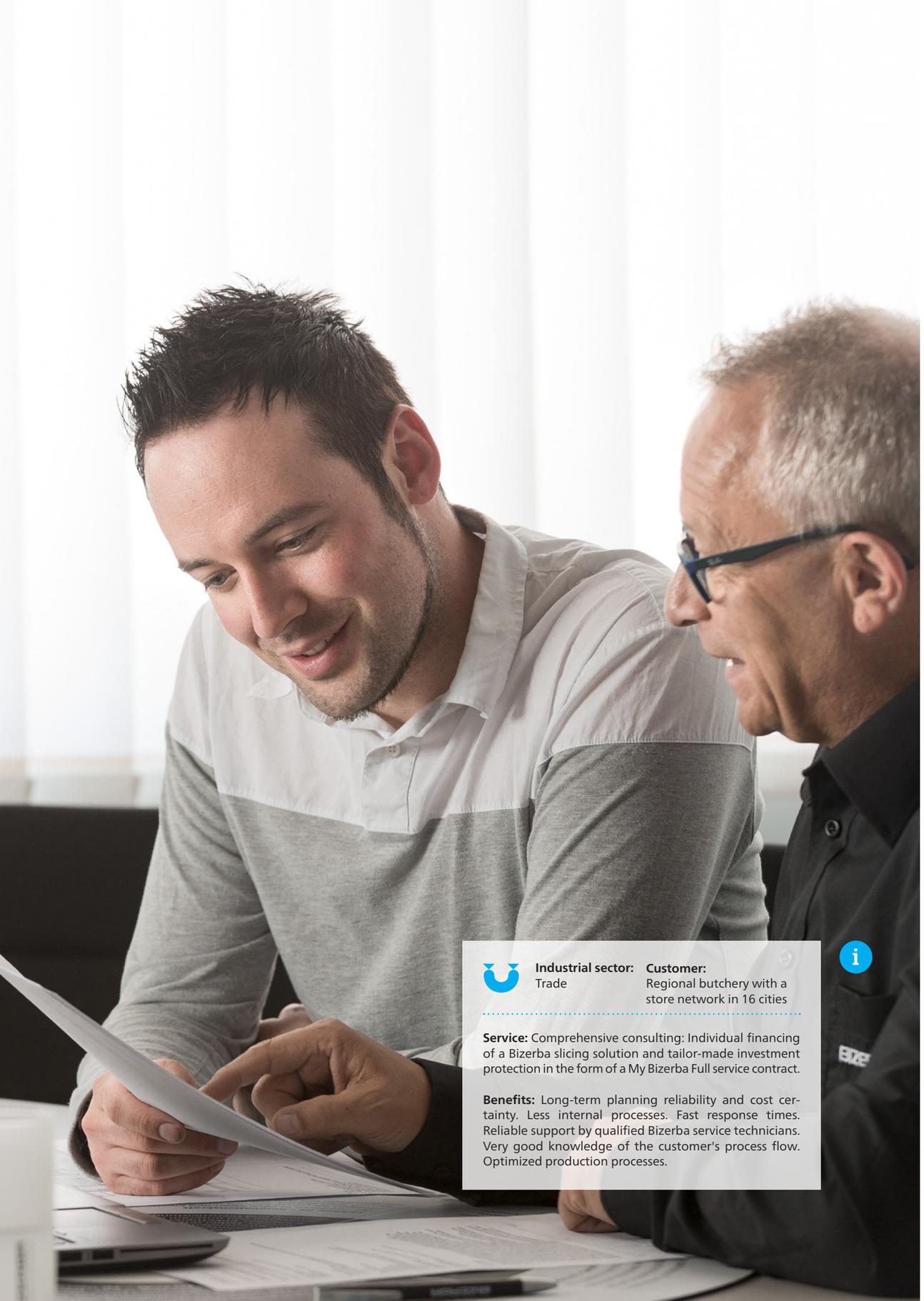
### Sophisticated maintenance

Increase the service and functional life of your Bizerba solution. Bizerba services and service products help you to avoid failures and to protect your investment in the long term. We check among other things the functions of your hardware, maintain the software, calibrate scales or sharpen your slicers. You simply select the type of service you need.

### Reliable stand-by

Fast response in case of malfunctions. If desired, with a defined response time. This is your Bizerba stand-by. We are available to you up to 24/7. Personally, by phone and digitally. Our specialists work hand in hand in order to identify and troubleshoot errors remotely/via remote access or directly on site. Networked processes by means of which your production runs again without major time loss.

# Consulting



**Industrial sector:** Trade

**Customer:** Regional butchery with a store network in 16 cities

**Service:** Comprehensive consulting: Individual financing of a Bizerba slicing solution and tailor-made investment protection in the form of a My Bizerba Full service contract.

**Benefits:** Long-term planning reliability and cost certainty. Less internal processes. Fast response times. Reliable support by qualified Bizerba service technicians. Very good knowledge of the customer's process flow. Optimized production processes.

**Processes**
How do you optimize your data and workflow? Your Bizerba specialist advises you based on your industry and needs: He analyzes existing processes, defines clear goals, plans and tracks your projects. He also gives you answers on how you use your resources more efficiently, where there are synergies and how you can make use of them.

**Installation**
Gain transparency also in this phase which helps you when making your investment decision: Already before purchasing your hardware and software your Bizerba service employee advises you on how we smoothly install your solution. He
- analyzes your individual needs
- defines the scope of installation for each device
- carries out performance tests, if requested and
- plans how you can integrate your networked solution in the IT and device landscape with minimal downtime.

**Service contracts**
Each customer is different. Also when it comes to protect your investments. We provide individual advise as regards the right service contract for your needs. You receive and only pay for services you actually need. From basic to full services. So it is ensured that everything runs smoothly in your company.

**Labels & consumables**
Benefit from the know-how of an expert: We are a globally leading specialist for labeling systems and manufacture labels in best Bizerba quality. Your label specialist will advise you to ensure that the right content is optimally legible on the correct label. And how these labels ideally stick to the products. Example Bizerba L&C climate chamber:

Here we create real-life climatic conditions for you if you manufacture and package food. Together with your label specialist you develop an ideal combination of label, film and applicator for the packaging of your fresh food products.

**Finance**
Whatever your goal is, we grant you financial freedom. We provide you with independent and objective advice on how to best finance your next move. Flexibly, unbureaucratically and quickly. Tailored to your individual situation. In Germany and worldwide.

As a decision basis we analyze for you profitability and Total Cost of Ownership (TCO). Our financial adviser also includes costs which will be incurred beyond the acquisition of your solution, e. g. for
- training
- maintenance
- consumables and
- disposal at the end of their life cycle.

He also shows you how you optimize processes and save costs. You get long-term cost transparency and can decide for a suitable financing solution.

**Industrial sector:**
Technology

**Customer:**
International solutions provider for system gastronomy

**Service:** Rollout project: Installation of digital kiosk systems in 1,800 German restaurants.

**Benefits:** Established processes when performing rollout projects. Reliable support by experienced project managers and central contact persons. Consistent service process. Fast service assignment due to global service network. Fast response and decisions, e. g. flexible scaling of the service team with support of qualified service partners.

# Installation

**Installation & start-up support**
Smoothly integrate your solution in your process landscape and benefit from a fast start-up. Your advantages with our professional support:
- Individual solutions. Matching your needs and project devices we define the scope of installation.
- Transparent project course. Our service technicians record all work agreed and performed in product-specific checklists. This includes set-up, adjustments, integration as well as functional checks.

**Conformity assessment**
We make sure that you are also legally on the safe side: As a certified manufacturer we carry out the conformity assessment procedure for your new weighing system. When you purchase a scale, the precision is already officially validated by our declaration of conformity.

**Process integration**
Also when integrating your new Bizerba solution we keep an eye on everything for you: How can it be integrated in your processes in a possibly smooth and intelligent manner? How can it optimize your processes? Can resources be used more efficiently and sustainably? Based on our process advise we show you solutions and implement them. Thereby we make use of all the experience we have gained in your industry.

**Initial training**
To be able to use your Bizerba solution easily, quickly and efficiently we are happy to pass on our know-how. We personally show you which services and basic functions your Bizerba solution has. And we will get you ready so you can apply them within a short time. During your initial training we also attach importance to the safety aspect. We explain warning notes and safety functions of your hardware and software.

**Industrial sector:** Retail

**Customer:** Independent retailer in a cooperative association

**Service:** Maintenance concept for a fully automatic slicers with integrated weighing technology: Analysis of production conditions (temperature, type of product to be sliced etc.). Individual definition of maintenance intervals.

**Benefits:** Optimal investment protection. Reduced production downtime resulting in less costs. Increased availability and service life of the Bizerba solution.

# Maintenance

**Maintenance concepts**
Increase availability and service life of your Bizerba solution. With our professional and continuous maintenance you accomplish these goals.

- **Step 1:** We analyze your production process.
- **Step 2:** Matching your industry and environment we develop and implement an individual maintenance concept.

Fast processes are another advantage of our networked service: If, for example, your Bizerba service technician discovers a defect during a checkup, he immediately initiates everything for a required repair.

**Service products**
**Wear and tear parts**
Despite quality: During their service life individual components such as
- saw blades and blades,
- conveyor belts and belt chains or
- thermal printheads and batteries show signs of wear and tear.

With original Bizerba wear and tear parts you can continue using your solution at full capacity. Because a regular replacement prevents possible failures and repairs. Your advantages: You save time and money.

**Accessories**
Make a Bizerba solution your individual Bizerba solution. Customize your device, e.g., with numerous options or modifications. Here are three of countless options:
- Expand your product variety with special slicing tools.
- Combine your retail scale with a cash register drawer converting it to a multifunctional solution.
- Protect devices with a cover from improper cleaning.

**Cleaning and care products**
Perform care and cleaning of your Bizerba solution like a pro. Our proven products
- optimally maintain function and use of your equipment and machines
- are easy, effective and economical in use
- are impressive in terms of their intense and gentle effect
- comply with the highest safety and hygiene standards particularly in the sensible food and pharmaceutical sectors and
- increase the longevity of your investment if regularly applied.

Perfect all-round protection. Also for your industry and areas of application.

Same as with all our service products you receive original Bizerba accessories via your contact persons in sales or service.

**Industrial sector:**
Chemical industry

**Customer:**
International chemical company

**Service:** Service contract for 27 checkweighers at the German location: Monitoring of verification deadlines, verification preparation and support, adjustment and calibration.

**Benefits:** Optimized process flows due to regular preventive maintenance. Planned and coordinated service assignments. Early identification of errors and initiation of repairs. Reliable support through regional service management and Bizerba technicians who a permanently on site.

**Software support**
Optimize your processes with the latest features. The efficient upgrade of your Bizerba device or system software is only one advantage that our service has to offer you. We
- provide you with the latest versions for licensed software modules
- analyze reported errors and malfunctions
- advise and support you quickly as regards troubleshooting and
- answer your questions concerning software use by telephone or e-mail.

**Verification**
Fulfill legal requirements with minimal administrative burden. We advise and support you based on the verification acts in your country. Our professional verification service includes verification management, verification preparation and, depending on the country, implementation of the verification and verification support.

**Calibration**
Individual calibration management and calibration of your scale solution. As a certified expert we can offer you both. We advise you on the test procedure suiting best your company as an alternative irrespective of the manufacturer of your equipment. Reliable service by means of which you reliably fulfill the requirements of your quality management and gain your customers' trust.

**Sharpening service**
With this service you are a cut above. We check and sharpen the blades of your equipment. Even the sharpener will be adjusted if needed. We replace sharpening and honing stones and make sure everything is well ground. The results: Clean, optically appealing cuts of your fresh products and a smoothly running production.

**Maintenance training**
From inspection up to maintenance: We show your staff how they preventively maintain your Bizerba solution. Matching your production we define, for example, the intervals in which you optimally maintain your device or system as well as the care or replacement of components. This allows you to increase the longevity of your solution and to minimize possible downtimes.

**Industrial sector:** Retail

**Customer:** Trading companies with a nationwide store network

**Service:** Remote support: Troubleshooting via remote access to the device landscape of 300 stores, among other things correction of the configuration of terminal devices and servers.

**Benefits:** Fast diagnostics and response without lead time and on-site assignment. Fast initiation of a repair. Cost-effective service with 24/7 availability by phone.

# Stand-by

**Telephone support up to 24/7**
Efficient and fast processes are important to us. We are personally available to you via our telephone support depending on the service contract up to 24 hours, every day of the week. Your qualified contact person makes sure that your local Bizerba service employee will help you quickly and straightforwardly. Networked processes by means of which we optimize the availability of your operating or production processes.

**Remote support**
Our remote support provides fast and individual help in the event of technical malfunctions or problems without being on site. Via remote diagnostics, our specialists in the Remote Service Center often find the problem after a few minutes. They explain you step by step how to troubleshoot the problem in the best possible way. And even this is possible:

Alternatively, we remotely access your device online and troubleshoot a problem. If an on-site visit is nevertheless necessary, our service employee immediately initiates and prepares everything for you. Because all relevant data is securely backed up in our system. Perfectly suitable for fast troubleshooting and minimal downtime costs. These are some of numerous advantages of our service solution.

**On-site service**
We make sure on site that your equipment or systems quickly run smoothly again. Our global Bizerba service network and our fast spare parts logistics make it possible: Your qualified service specialist brings the necessary know-how and matching spare parts for the on-site visit.

**Spare parts & green service**
We permanently keep more than 20,000 original Bizerba spare parts in stock. Premium, tested quality which increases the life cycle and functional life of your equipment and systems. With our over-night logistics we deliver required spare parts to the service vehicle of your Bizerba service technician over night. The next day he will be on his way with them to you. Fast spare parts logistics for a fast solution.

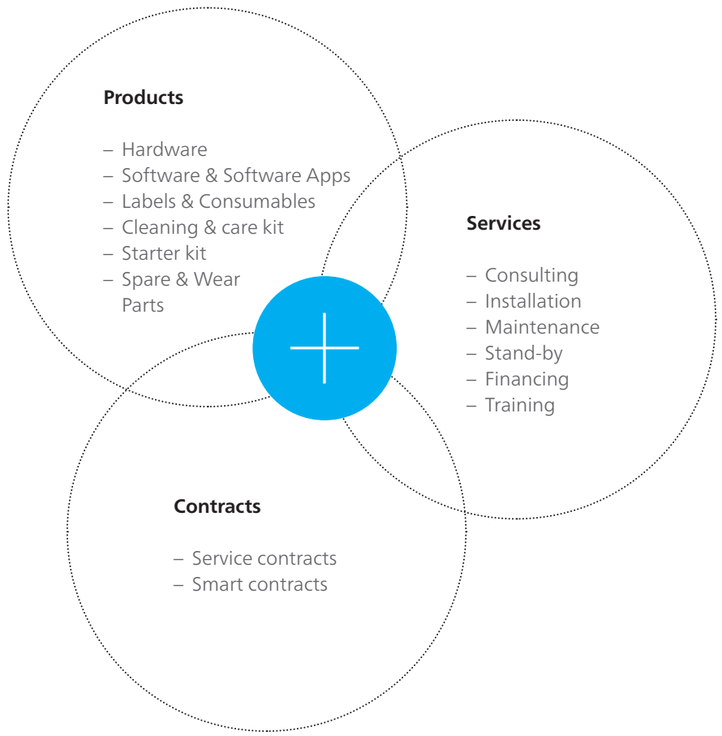
Our green service is a good alternative for all those who prefer sustainability for spare parts: We replace defective components with refurbished ones. This is environmentally friendly and saves costs. You optimize your eco-balance without giving up quality. Because from a technical point of view these components are no less effective than new ones.

**3rd party service**
Even customers who do not or only partially use Bizerba hardware and software decide for our service know-how. Across all industries and company sizes. It makes us proud that we satisfied them with our service and have gained their trust.

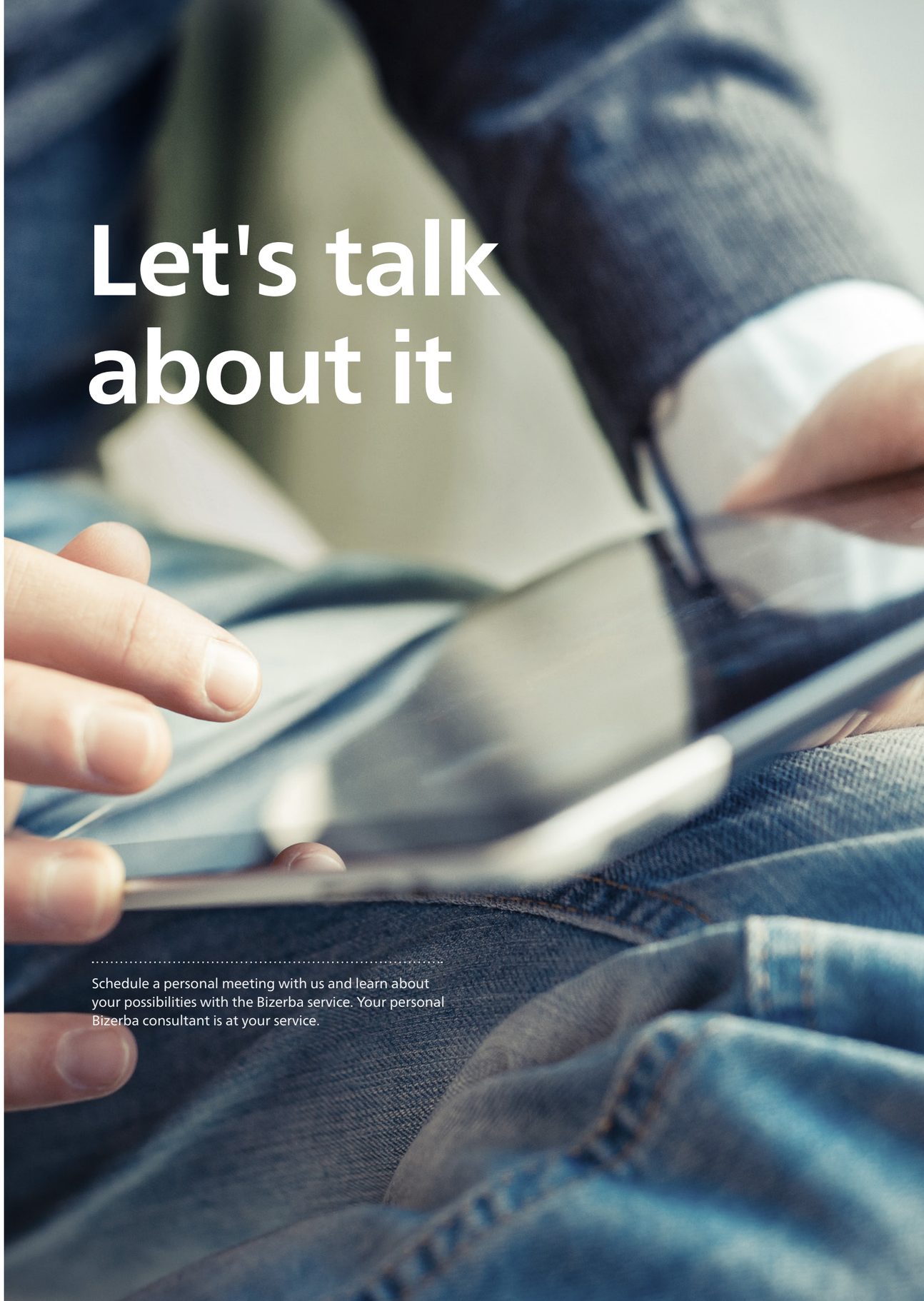
Our 3rd party service is available to you in any stage—from process consulting, installation and maintenance up to stand-by service. Efficient handling, global service network and fast spare parts logistics.

# Service redefined
# My Bizerba

We offer you solutions from a single source which can be customized and allow you to respond to any change in a flexible manner. No matter which modules you are combining for your solution: You benefit from costs which can be planned and efficient processes. And in best Bizerba quality.





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