

KePol Service Catalogue

Comprehensive service  
over the entire life cycle



KEBA Logistics Automation

**KEBA**<sup>®</sup>  
Automation by innovation.

## Long time usage

# We guarantee no worries for 10 years.

High availability of your parcel lockers is the basis for high availability and outstanding customer experience. Especially in a fast-moving world it is particularly important to be able to rely on the network running smoothly at all times.

To ensure that your KePol solution remains highly available and can develop its full potential, we also support you during operation. With us, you have a competent partner at your side and receive service and support throughout the entire life cycle of your parcel lockers.

Long-standing customer relationships and a large number of ongoing service projects prove our partnership approach right.



## Rollout Service

# Good service begins with the rollout.

Regardless of whether you want to carry out the rollout of your parcel locker network yourself or have KEBA do it for you: With us, you have a strong partner at your side.

### Complete Rollout by KEBA

This package makes the roll-out of your parcel locker network absolutely hassle-free. It includes the full range of services to ensure that the parcel locker can be set up as quickly and conveniently as possible. The following services are covered:

- // **Rollout Management:** Planning and coordination of high-tech logisticians and installation technicians
- // **Logistics Support:** Collection, consignment stocking and transportation
- // **Assembly of lockers** on site
- // **Software start-up** & connection to the server landscape

Optional:

- // **Site instruction:** Support regarding the preparation of existing installation sites
- // **Site inspection:** On-site evaluation to ensure smooth installation process

### Delivered by KEBA

If you wish to set up your parcel locker network by yourself but want support with the transportation, this package is for you. It covers the DAP incoterms transportation of KePol Parcel Lockers to your warehouse of choice.

### Rollout-Support by KEBA

If you decide to undertake the rollout of your parcel locker network on your own, we are here to offer you our support. Our rollout-support package ensures the availability of the KEBA rollout service desk if questions arise.

## Operations Service

# Makes the operation of your parcel locker network child's play.

With us, you have a strong partner at your side, not only in the roll-out phase, but also during ongoing operation. We can support you with the following packages:

### ✓ Basic Package

The basic package comes with every locker for customers who work with our KePol Software Suite. It includes the following elements::

- // **Software maintenance:** We make sure that your network remains highly available during the whole life cycle.
- // **Service Desk:** Provides the connection between customer's KEBA-certified 2<sup>nd</sup> level agent and KEBA.
- // **Spare Part Availability:** Access to all necessary spare parts and consumables.
- // **Spare Part Repair:** Instead of replacing high-price components, we repair them at our Repair Center.



### + Advanced Upgrade

- // **Service Partner Management:** In addition to the services included in the basic package, we also provide you with service partner management. To make the operations of your parcel locker network as convenient as possible, we act as a single point of contact and manage the local service partner. That means that you don't have to coordinate and manage the local service partner activities by yourself. Furthermore, we provide you with 2<sup>nd</sup> level support by our own service team.
- // **Spare Part Management:** We make sure that the spare parts you need for your parcel locker network are available – no matter where and in which quantity you need them.

## Server Hosting

In terms of server hosting we offer two different scenarios: Either you are in charge for setup and operation of server and network infrastructure, or we can do that for you. We assist you by providing a powerful solution for your server. Your benefits:

- // Support service for integration of KePol datacenter
- // Profound integration testing
- // Direct and quick contact to our hosting-provider
- // Fast trouble-shooting & high availability
- // Regular server updates
- // Latest security patches

If you want to be in charge of hosting your server landscape, we provide server support, workshops, remote acceptance testing and the installation of KePol server software.

## Add ons

For extra service, we offer some add-ons you can book with your operations-service.

### Upgrades & Retrofits

We ensure that your parcel lockers are always up to date and take care of retrofits and upgrades.

### Relocation & Extension

If a site doesn't perform as expected or an extension of the parcel locker is needed, we offer matching support.

### Dismantling & Recycling

In some countries, we will gladly take over the dismantling of your parcel locker when it has reached the end of its life cycle. We are also happy to ensure that the individual components are recycled and returned to the economic cycle.



## Special challenges require special solutions

In the intense times, for example during the pre-Christmas period, a stable, high-performance network of parcel lockers is particularly important. Therefore, we offer our customers additional service power, fast response times and smooth operation during this period of time.

Independent parcel lockers need a wireless LTE connection to communicate. We take care of a stable connection with local network operators and relieve your organization of routine activities, tariff comparisons and other time-consuming tasks.

## Trainings

# Comprehensive training packages to keep your team up to date.

Just as with our parcel lockers and software, the KEBA KePol Academy offers individually designed training packages for installation, operation and maintenance of your parcel locker network, depending on which parcel station you have chosen. With our variety of training modules, we cover each part of the KePol environment.

The usual attendees on KEBA trainings are the system operators and the service staff.

- // 1<sup>st</sup> level employees
- // 2<sup>nd</sup> level employees
- // On-site technicians
- // Rollout technicians

### Installation Training

This package is perfect for on-site technicians who are responsible for installing the KePol locker hardware during the roll-out phase. It will teach the hard- and software skills required to install a KePol parcel locker.

### Operational Training

The trainees will receive the experience and knowledge necessary to operate the KePol system from an operational point of view. The training will focus on the customized parts of the KePol Software Suite to keep it effective and informative.

### Service & Maintenance Training

A big part of operating a KePol locker system is to be able to fix and repair issues on the KePol lockers onsite. In the service and maintenance training the attendees will learn how to handle different hardware issues that can occur during the lifetime of a KePol parcel locker. Required information – for example how to get the correct spare parts if necessary or which tools work best – are also part of this training.

At KEBA,  
at your site  
or online





Curious now?

# Best practice examples.

Here you can see some examples of what your individual service package could look like. It's best to get in touch with your contact at KEBA to create a package that fully meets your needs. We look forward to implementing the project with you!



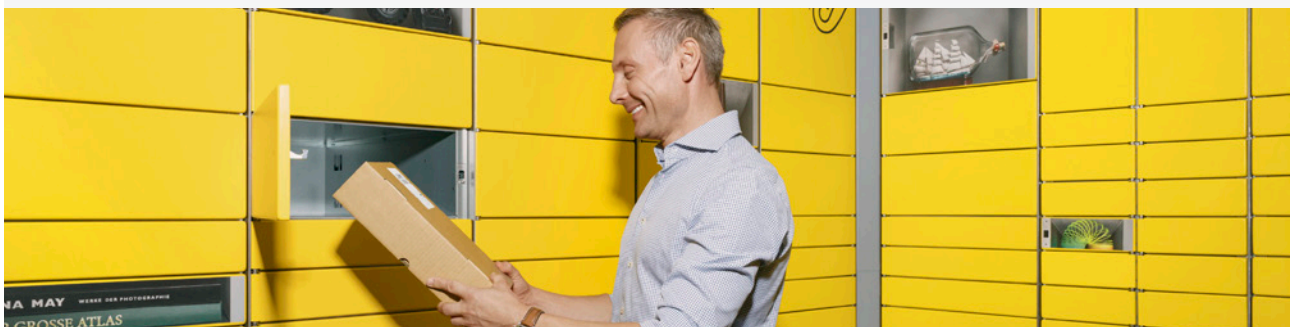
## All-in-one package

Performing total solution for 10 years and more.

Typically, our customers opt for a long-term partnership with KEBA and benefit from the support of our professional service team over the entire life cycle.

This intensive support and partnership relationship is unique. Our claim is not pure maintenance, but the optimal use of your parcel lockers and the continuous improvement and further development of your network: be it through retrofitting, component replacement or software upgrades.

**Included:** // Advanced Operation Package // Server Hosting // Network Operation



## Minimal package

This package is the perfect option for customers, who have the inhouse-expertise to take care of their parcel locker network themselves. The package only contains the bare minimum of services.

// Rollout-Support by KEBA  
// Basic Operations Service  
// Server-Hosting @ Customer



## Special occasion package

Our longtime customer ÖPAG made use of the special occasion package for 2022's Christmas season. The high-season-support includes the following services:

// Extended service helpline  
// Restoration of the entire system  
// Extended on-site support

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