

REMOTE

Service  
Request  
Button

## Remote Support

SMART – CONNECTED – PROACTIVE – SECURE

ASSISTANCE

ANALYTICS

# Kardex Remstar Remote Support: Proactive maintenance from afar – quickly, directly and efficiently



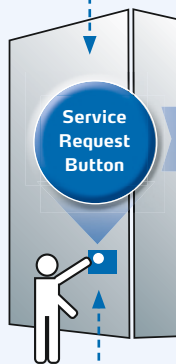
## Classic remote maintenance

### REACTIVE SERVICE

No condition monitoring

Conventional VPN connection

- Time-consuming process to contact Kardex Remstar Service Desk
- No equipment information can be accessed directly online
- Low IT security, full network coupling, not firewall-compatible



NEW

## Kardex Remstar Remote Support

### PROACTIVE SERVICE

Continuous condition monitoring

Secure Web connection via HTTPS

- Request assistance directly from the unit with the service request button or through the Kardex Remstar portal mobile app
- Online access to unit information and analysis via the portal and within the app
- Highest IT security, separated networks, firewall-compatible



## Our promise for your data security and privacy:

- ✓ **You retain full control:** We cannot connect to your equipment unless you initiate a service request.
- ✓ **HTTPS encryption:** The Kardex Remstar portal relies on maximum security (AES 256-bit, RSA 2048-bit).
- ✓ **Single port principle:** All services (remote access, monitoring, etc.) require only one shared port.
- ✓ **Firewall-friendly:** Only an outgoing connection is initiated, usually via port 443, also during remote access.
- ✓ **Port management:** We can only connect to the IP and port of the machine – unlike classic VPN solutions.
- ✓ **Two-factor authentication:** We use independent certificates, increasing protection against unauthorized access.
- ✓ **Code signing:** All program modules are signed, updates can only be installed with the correct key.
- ✓ **Automatic blacklist:** We block IPs from which unauthorized connection attempts occur.
- ✓ **Certified and tested:** We are TÜViT-certified, Security Assurance Level SEAL-3.
- ✓ **GDPR-compliant:** We follow EU's General Data Protection Regulation, worldwide.



One goal, two applications:  
Top-quality service with operator and management support

## Remote Assistance

## Operator support



**We provide assistance – quickly, directly and conveniently**

- More precise diagnosis by our technical support staff
- Online access allows for more efficient troubleshooting and repairs
- Condition monitoring and service request button
- Error logs can be viewed by both parties online via the portal
- Priority hotline connects operators directly with experts

kardexremstar  
PORTAL



**We optimize – continuously, dynamically and efficiently**

- Analysis of unit effectiveness, utilization and cycles
- Unit status messages can be set to suit your individual preference
- Live overview of the equipment status can be seen in the portal
- Estimation of the next maintenance date based on usage data
- Online access to reports and unit documentation in the mobile app

## Remote Analytics

## Management support

**Remote Assistance and Remote Analytics provide greater transparency, productivity and security over the entire life cycle of your Kardex Remstar units.**

**Remote Assistance – always there when you need us**

With our new Remote Support solution, we can **monitor your units via our portal** and **perform proactive maintenance**. The operator can **request technical help directly from the unit's panel or in our mobile app** to get assistance. The unit also sends a service request automatically if it stops working, **guaranteeing fast reaction times** and **efficient service processes**. After receiving permission to connect, we can provide a remote diagnosis, which **saves you time and money** and **avoids the need for a technician's visit**. If a problem cannot be solved remotely, an **engineer is immediately informed about the diagnosis** and is **optimally prepared to repair the unit on-site**. With Remote Assistance, your return on investment is justified in reduced downtime.

**Remote Analytics – always one step ahead**

Our new Remote Support solution **visualizes all the unit's data in Kardex Remstar's new online portal and mobile app**. With the live overview you can **get information on the status of your units at any time and from anywhere**, allowing you to enjoy **maximum process reliability**. Furthermore, the portal offers **extensive analysis options** by displaying service callouts, the units' utilized capacity-, and the completed cycles. Thanks to such insights, **all processes relating to the use of your units can be continuously improved and optimized**. As such, fluctuations in the utilized capacity of the units during operation can be identified and solved at an early stage. In addition, we use the data to dynamically calculate the best servicing date, depending on how you use the equipment.

Exceptional unit efficiency to guarantee the maximum success of your intralogistics operation

## The major advantages of Remote Assistance



- + **Higher first-time fix rate** thanks to better prepared service technicians
  - + The unit is immediately operational again; **downtime is minimized**
  - + **Faster reaction times and efficient service processes** save valuable time
  - + Fewer misunderstandings facilitate diagnosis and communication, making **troubleshooting more efficient**
  - + Fast, direct and convenient assistance **keeps downtime costs to a minimum**
- = **Maximum availability → minimum downtime costs**

## The major advantages of Remote Analytics



- + More efficient use of your units and applications through **process optimization**
  - + **Early detection** of possible downtime and identification of operational faults
  - + **Higher transparency** guarantees maximum **process reliability**
  - + **More efficient maintenance intervals** lead to a **to higher planning security**
  - + **Convenient internal evaluation** of the unit's for **optimal processes**
- = **Optimal utilization → maximum unit productivity and effectiveness**

## Take a detailed look at everything that is possible

Find out more about our Kardex Remstar Remote Support from your smartphone/tablet:

### Remote Support Video



### Kardex Remstar Mobile Apps



Laden im  
App Store

JETZT BEI  
Google Play

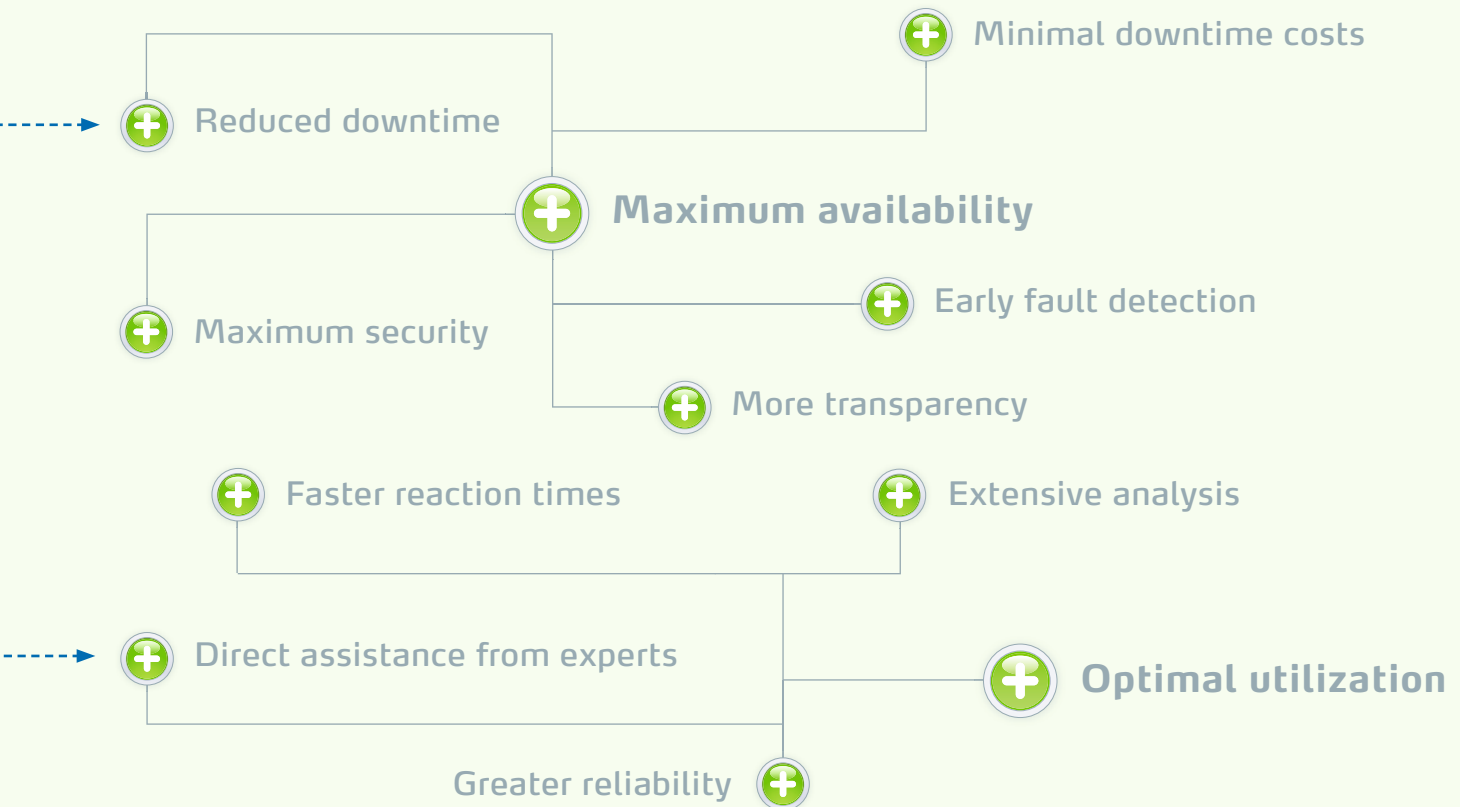
<http://apps.kardex-remstar.com>

More information:  
[www.kardexremstar.com/service](http://www.kardexremstar.com/service)





# Kardex Remstar Remote Support: The optimal service solution for your competitive advantage



## Always well advised

You can get Kardex Remstar Remote Support together with our service contracts. Find out about our contracts at [www.kardexremstar.com/service](http://www.kardexremstar.com/service), or ask your Kardex Remstar contact person.



# Kardex Remstar:

## Always close to you – Worldwide



Australia  
Austria  
Belgium  
Brazil  
Canada  
Chile  
China  
Colombia

Cyprus  
Czech Republic  
Denmark  
Finland  
France  
Germany  
Great Britain  
Hungary

India  
Italy  
Malaysia  
Mexico  
Netherlands  
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Spain  
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Switzerland  
Turkey  
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**Further information:**



[www.kardexremstar.com](http://www.kardexremstar.com)