

Press release – March 6, 2015

Fives displays its ultimate service offer for intralogistics

On March 5, 2015, Fives presented for the first time its service offer for intralogistics to the specialist publications in Paris. Based on listening and understanding of the needs, Fives' service offer is flexible and can be adapted to the level of involvement the customer needs, the target being to optimize the global performance of the installation.

Fives in intralogistics – from design to commissioning

With a legacy of 70 years in intralogistics, Fives' expert teams focus on understanding and adaptation to customers' specific needs, whatever their size, to offer optimized and turnkey solutions on various markets such as postal, express courier, distribution, airport and industry.

Beyond the custom designed technical offer to support customers' performance, Fives developed a whole range of services that can be adapted to the level of knowledge and involvement each customer requests to maximize the global productivity of the installation.

A strong expertise at the core of Fives' service offer

During the last 15 years, Fives' service teams have used their expertise in intralogistics and various markets to support their customers along the way and evolve their facilities. Through Fives' 3-fold service offer – Operations, Optimization and Evolution, Fives stands as a real partner along the way of the equipment whole life-cycle to ensure availability, performance and sustainability of the plants.

From installation's commissioning to end of life, the customer knows for fact that its performance will be optimized, his processes efficient and he will be supported by experts, whatever his evolutions' needs.

Beyond the standard service package (spare parts, equipment repairs and revamping, training and compliance), Fives' service offer for intralogistics consists in:

- **Hotline with remote maintenance** (based on Fives' network of offices worldwide) for quick and efficient resolution
- **Software maintenance** (linked with Trace[®] 3.0, Fives' WCS) for a sustainable system, constantly updated with the latest technologies
- **On-line services**, based on Fives' expertise as a designer of products and solutions. Those services include data analysis, remote maintenance allowing recommendations and daily performance optimization
- **Outsourced maintenance** which includes the complete management of maintenance (level 1-4) tied with an improvement process to ensure the system's performance.