

## VALUE ADDED SERVICES: DEVELOPMENT – SALES – REPAIR

### Technical Solutions Center



### LOGISTICS FOCUSED SOLUTIONS BY EPG

- The hardware you purchase from EPG is always LFS-certified
- Certified maintenance and repair service
- Development with different design partners
- Plug&Play devices and delivery service
- Maintenance & license service

**The Technical Solutions Center offers comprehensive support and service and is your contact partner when it comes to value added services – Everything from one source.**

The Technical Solutions Center fulfills the highest quality standards in the domains of development, integration and support. Depending on the individual service and support request, the center offers a maintenance, repair and spare parts service including accessories. Devices on loan, e.g. for stock-taking or for covering seasonal peaks, are also available.

Before delivery, the Technical Solutions Center tests the hardware and pre-configures it for the LFS users. In addition, we take care of the registration for your maintenance and license contracts.



**Strong partner network for the highest quality standards**

In close cooperation with the E+P product development department, innovative hardware products are developed for an optimum use with our marked-leading warehouse management system LFS. Together with our design partners, we try to continuously set new trends. IBM, topsystem, Zebra and Datalogic are only a few of the partners the Technical Solutions Center works with.

**Sales – LFS-certified hardware**

The Technical Solutions Center not only provides input for new technological developments. It also takes care of the license management and maintenance orders. Our colleagues would be pleased to keep you informed about our service and product portfolio.

**Repairs – Avoiding costly productivity losses**

In case of damage, our internal repair center can help you, e.g. with devices on loan or an on-site service (e.g. server installation or radio frequency site survey). Besides quick repair and services, the Technical Solutions Center can take over the installation of your technical warehouse infrastructure. Based on your individual requirements, we can integrate networks, radio frequency solutions or Pick-by-Voice systems.



**logshop24.com**

**Shopping on the internet**

In our web shop logshop24.com, you can choose your individual hardware and software solutions and request an offer.

The shop assortment comprises voice picking devices from topsystem as well as the required accessories and spare parts. In addition, we offer handheld terminals, controllers, vehicle computers, scanners, printers, Pick-by-Light solutions, mobile workstations, access points, and many more.



**THE ADVANTAGES AT A GLANCE:**

- Certified hardware support service
- Hardware framework contracts with special conditions
- Devices on loan
- Technical hotline
- Professional support on site – e.g. site surveys, Pick-by-Voice and Pick-by-Light installations

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