



# Services

**We understand our systems control mission critical operations in the distribution process. That's why we offer a complete range of services for logistics and warehousing. Let us help you achieve your goals.**

Equinox analysts help determine the best number and locations for your warehouses, optimize your facility layout, determine the best mix of storage and handling equipment and the ideal implementation strategy. After installation we provide up to 24/7 support and preventive maintenance to ensure your operation is running smoothly and efficiently.

## Quick scan

To find out how we can support your business, we offer a quick scan. The quick scan consists of a visit to your distribution centre and an interview to find out your specific goals. This process takes approximately 1,5 hours. After our visit, we provide a report that outlines the best solutions that help you achieve your unique goals.

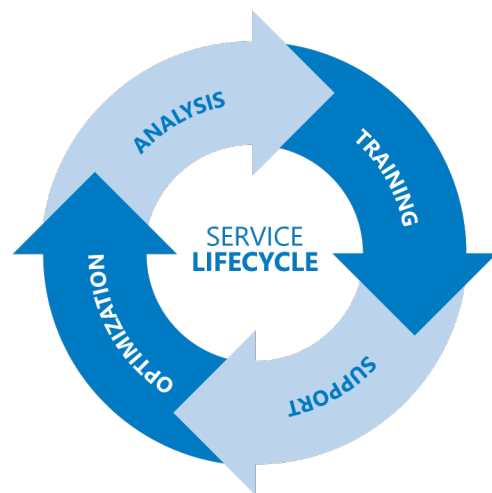
## System optimization training

To optimize the use of our systems, we provide on site user training. This maximizes the netto capacity and ensures all users are confident in using the system.

## Operational consultancy

Our specialists help you optimize the layout and product flow within your distribution centre. All logistical processes can be supported by our material handling equipment or software. Our experts are up-to-date with logistics technology and help you select the best solution for your specific needs, including non-automated systems.

We quantify system productivity and accuracy to calculate feasibility and return on investment for your workflow. The goal is to improve the efficiency and accuracy of your logistical operation.





### Preventive maintenance

We offer a systematic approach to keep all systems in the desired operating condition. By carrying out routine inspections expensive machine breakdowns or malfunctions can be identified before they occur.

In addition, we offer 24/7 support to meet your most demanding requirements. We use the latest technological tools to analyze any issues which may arise, that allow our experts to dial in remotely to diagnose and rectify issues in real time. In the unlikely case where an issue cannot be resolved remotely, one of our product support technicians is dispatched to your site within the predefined response commitment window.

### Spare parts

We offer spare parts for all our systems. One of the most important conditions of delivering a high level of support is the availability of critical spare parts onsite. This drastically minimizes down time in the event of a breakdown.

If you are looking for spare parts or replacements of existing systems built by another company, our engineers can help you find the right parts.

### Sorter doctor upgrade program

Our sorter doctor upgrade program is the solution for under-performing sorters. Let us review your existing sorter to help maximize your warehouse efficiency. It addresses productivity slowdowns in your existing sorter system, including:

- Sorting errors
- Limited capacity
- Legacy software & control
- Worn out components

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