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STILL

STILL Service.
We ensure your success!

first in intralogistics

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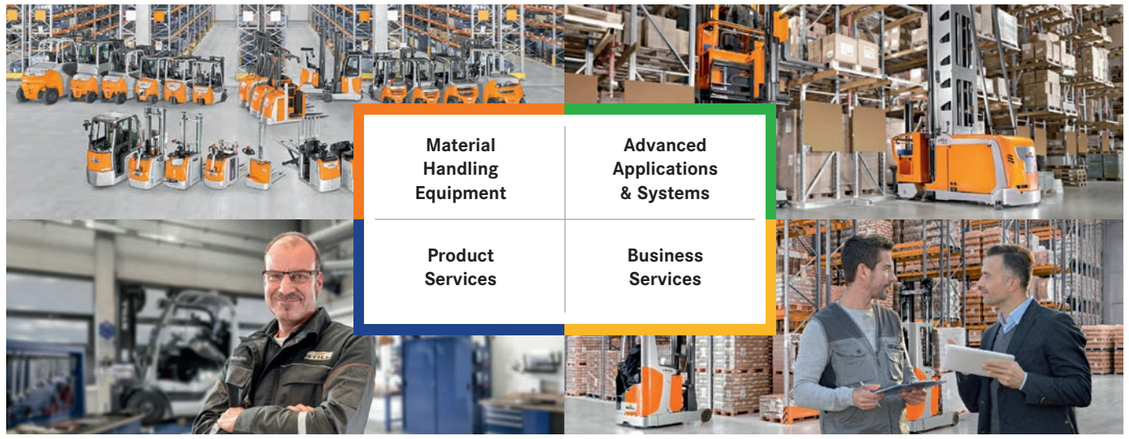
> “Our business depends on our trucks running around the clock. If vehicles are not available, this causes very costly downtimes. Fast service gives us a strong sense of security.”

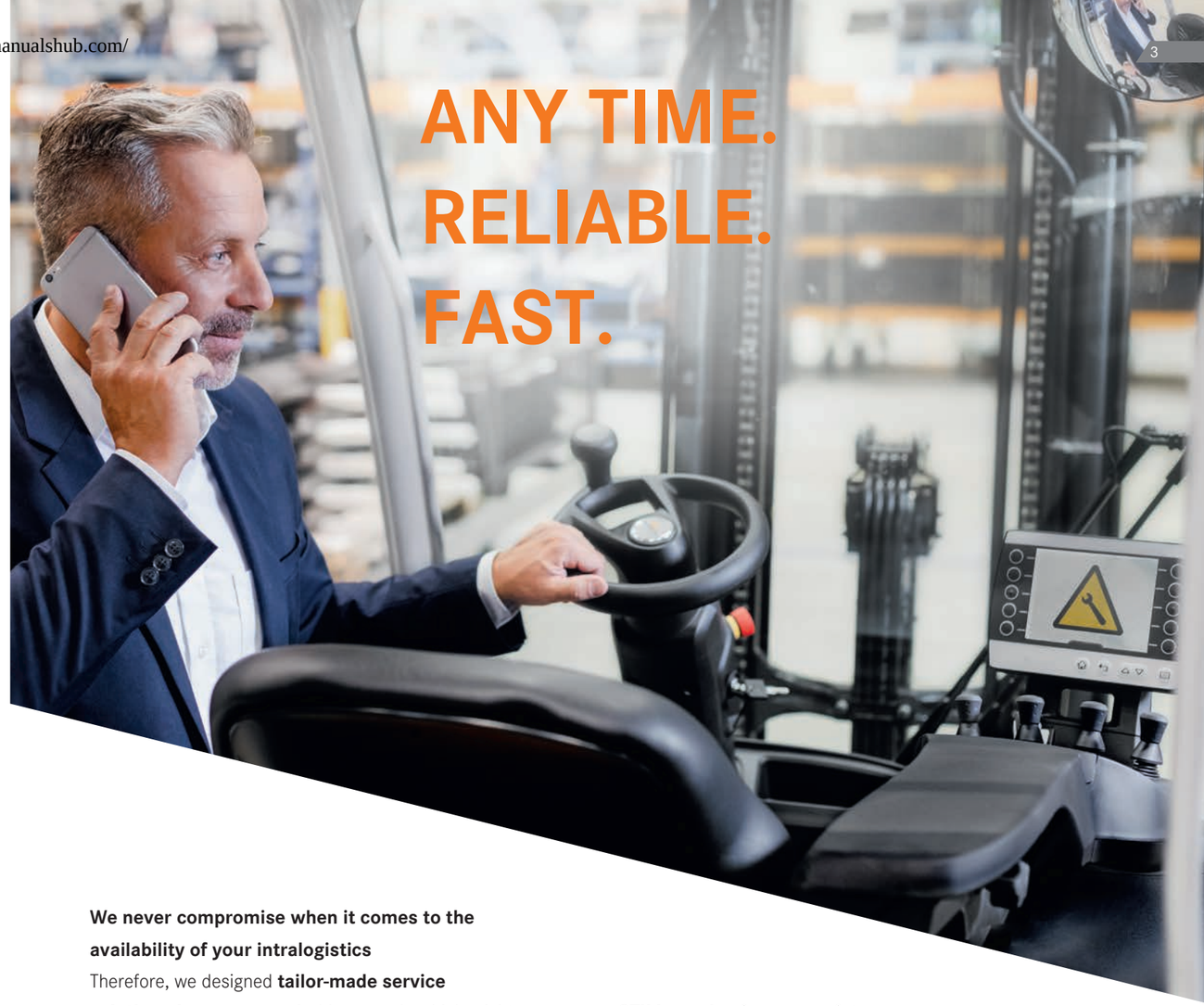
Jerry Knutsson Åhlund, Deputy Department Manager for Truck & Transport, Fredell Byggvaruhus

STILL PARTNERPLAN

Your intralogistics is our passion! With the STILL PartnerPlan as navigator, we guide you through STILL’s comprehensive portfolio of intralogistics solutions.



Combine new and used vehicles from the field of **Material Handling Equipment** including appropriate accessories with our **Advanced Applications solutions** for automation, software applications, racking systems and efficient intralogistics consultancy. Find out with STILL **Product Services** how to utilise impressive expert knowledge of our service technicians for maintenance and repair and how to benefit from perfectly-matched service agreements. Between our fleet management programmes and individually-designed financing and leasing concepts from our **Business Services**, we have the tools to resolve your intralogistics challenges, simply efficiently.



We never compromise when it comes to the availability of your intralogistics
Therefore, we designed **tailor-made service solutions** for every conceivable scenario which might hinder the smooth operation of your internal logistics. Our offers can be quickly accessed and are reliably available at all times, ensuring the permanent operation of your transport systems. **Because we are all about your business running smoothly.**

STILL service for your vehicles
Whatever the vehicle type, with automatic or manual transmission, our highly qualified technicians carry out maintenance and repair work at very **short notice** – even on vehicles made by other manufacturers.* **Your vehicle will be running again in no time.**

STILL service for your safety
We proactively protect your employees, goods and warehouse infrastructure by conducting statutory safety tests on vehicles and shelves and by providing **innovative security technologies** for your transport systems.

STILL service for your employees
Excellent training concepts ensure that your employees can enjoy maximum **safety and productivity** in their working environment. Your company benefits from longer vehicle service lives and lower operating and energy costs.

* depending on availability in your area

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EFFORTLESSLY CONNECTED WITH A UNIQUE

SERVICE PERFORMANCE

Your time is a valuable resource. That is why your reaching us cannot be fast enough. By telephone, e-mail or app*. Around the clock. 7 days a week. A Regional Service Manager is personally responsible for you, providing consultation on customised service offers and immediately ensuring that they are meticulously implemented and organised. Together with the service technicians, our highly qualified experts for vehicle and safety tests, maintenance and repair and technical consultation, the manager will ensure that all your service requests are solved as quickly as possible on site.

You can rely on us …

Availability
Thanks to a comprehensive service network, your personal STILL team, consisting of your Regional Service Manager and technician – available around the clock via all communication channels – is always very close to you.

Reliability
Technical competence and the high availability and quality of STILL Original Parts®, as well as international partnerships with spare-parts suppliers, guarantee a smooth and successful service.

Speed
We respond immediately to every enquiry. Standardised, digitalised and optimally planned repair and maintenance processes for every vehicle type, as well as the overnight delivery of spare parts, reduce downtimes to a minimum.

Advisory Competence
STILL service technicians see more. With a trained 360° all-round view, they immediately recognise where and how improvements can be made to the safety and condition of your vehicles or storage facilities.

* depending on availability in your area

STILL neXXt – THE SMART SERVICE PORTAL

Use the potential of digital STILL services, which not only keep your vehicles operational and in the best possible condition around the clock but also manages them efficiently. The web portal STILL neXXt transparently collates all the data sources and functions relevant to your intralogistics in various applications and enables quick and easy access to these offers.

STILL neXXt fleet – The fleet optimiser
This powerful online tool enables you to pinpoint optimisation potential in your fleet, thus enhancing the profitability of your intralogistics. Across all your sites all the vehicle information on capacity, costs and the scheduling of maintenance and service measures is continually captured and prepared for analysis in a visually transparent way in various modules. This enables you to recognise at a glance how you can optimally utilize your vehicles, avoid overcapacity and plan service measures depending on production flows. A notification function automatically reminds you when particular cost limits or deadlines are exceeded, nothing escapes your notice. In future, all the functionalities of the **Fleetmanager 4.x** software, such as the RFID-based access system, shock recording and battery monitoring, can be evaluated in STILL neXXt fleet to enhance your occupational safety. The individual modules can also be flexibly combined depending on your analysis needs.

STILL neXXt real time* – online service requests
You can use this app to initiate your own service orders and track their progress in real time. To do so, enter the data for your defective vehicle or scan its QR code by smartphone to activate a digital service bot. The bot will create the damage report in a dialogue with you. Together with the individual vehicle data, the report will be transferred to the mobile device of the service technician responsible for you, who will then make his way to you with all the information and the appropriate spare parts.
This app gives the technician immediate access to current customer requests and repair information. Digital access to maintenance routines and technical support data, as well as the possibility of ordering direct shipment of spare parts, considerably shorten the repair process.
Quick to inform, quick to repair.

* depending on availability in your area

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OUR WAY TO YOUR SOLUTION

Your intralogistics works!
A service range perfectly tailored to your activities and applications – from repair orders right up to full servicing.

Service Agreements

Safety

Accessories & Retrofitting

STILL Original Parts®

Maintenance & Repair

Driver Training

Your regional service manager

- Service consultancy
- Service organisation

YOUR ISSUE

360° View

Your service technician

- Technical service assistance
- Technical service consultancy

STILL nexxt fleet

YOUR SOLUTION

Quality assurance

We continually improve, because your satisfaction is our priority.

STILL service efficiency. More than standard.

- **Quick availability** through all communication channels.
- **Individual responsibility.** A team of regional managers and technicians takes personal care of each of your service needs.
- **Technical competence.** STILL technicians use consistent service standards and receive ongoing further training.
- **Comprehensive product portfolio.** Modular structure for every service requirement.
- **Online support for diagnosis and repair.** Digital tools such as STILL neXXt service navigator and neXXt service diagnose enable your technicians to access all the vehicle documentation and to share diagnosis data with STILL experts in real time.

STILL – neXXt fleet. Online service at a glance

- **Easy access** to all the relevant fleet and vehicle data
- **Complete transparency** regarding service costs
- **Automatic notification** when maintenance and inspection dates are due or if budget limitations have been exceeded
- **Visual presentation** of all maintenance and inspection dates in a single app
- **Documentation** of maintenance and inspection documents

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OUR SERVICE SOLUTIONS IN DETAIL

Maintenance & Repair

For permanent availability

The priority of our STILL repair service is to restore your vehicle's operational readiness as quickly as possible. To this end, our development engineers have designed an optimal, and therefore time-saving, repair sequence for every vehicle type, which is reliably implemented by our extremely competent STILL service technicians. Repairs due to accident and wear, as well as control and maintenance measures, are also part of the customised STILL maintenance contracts, which ensure not only permanent operational readiness but also the certainty that all the measures will be carried out in accordance with your production processes. We offer this service for every vehicle in your fleet, without exception. **Even for vehicles by other manufacturers!***

* depending on availability in your area

"Cooperative diagnosis"
– for fast resolutions.

To solve some service cases, the technician on site has to collaborate with the experts in Product Development – for example, if interventions have to be made in the vehicle system. STILL has developed a digital tool for this which enables the technician to share the diagnosis data with the experts at the central office in real time. Beyond screen sharing, the latter can actively support the diagnosis through dialogue and can also perform their own measures in parallel, in close collaboration with the technician. However, the technician always retains control over the vehicle. "Cooperative diagnosis" not only saves you the extra expense of employing further specialists on site, but also speeds up the repair process considerably.

Service Agreements

For carefree mobility

Save your resources and simply leave it to us to keep your intralogistics ready for operation around the clock with STILL service agreements: precisely tailored to your needs and boasting maximum reliability at calculable costs, from simple repair work to regular maintenance measures, right up to the complete supervision of your fleet. The **STILL full-service contract** takes care of everything for you: the planning, implementing and monitoring of all necessary service, maintenance, testing and repair jobs, including all the required spare parts – for a guaranteed fixed monthly rate. We therefore bear full responsibility for the availability of your vehicles. This not only considerably reduces your administrative outlay but also enables significant time and cost savings.

Safety

Priority in intralogistics

The safety of your employees, vehicles and equipment is essential for efficient intralogistics. STILL therefore takes on for you the scheduling and implementation of all the legally prescribed safety tests for vehicles, accessories, chargers, batteries and shelves. In addition, we offer numerous **innovative security technologies,** including visual warning systems, laser-based navigation aids and auxiliary camera systems, which we compiled in attractive security packages for you. STILL security solutions help reduce damage to goods and infrastructure in your warehouse and therefore avoid costly downtimes.

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Accessories & Retrofitting

Upgrade your truck!

STILL offers you numerous options for optimally adapting your vehicle to changing logistics requirements. Retrofitting with various **safety features and appropriate accessories** makes your vehicle fit for new tasks in no time. To ensure fast results, we keep many of these accessory parts permanently available for immediate delivery. We also produce custom accessory equipment for specific jobs. If you want to temporarily expand your capacities to cover temporary capacity peaks, our attractive **rental offers** are the right solution.

STILL Original Parts®

Technological expertise from decades of experience

Tailor-made to the respective vehicle and subjected to the most stringent quality tests, STILL Original Parts® are not only highly resilient and therefore less susceptible to wear, but also guarantee your vehicle's safe operation. We keep over 51,000 of these parts in permanent stock for prompt use. Highest quality, a long service life and a **guaranteed minimum availability of 12 years:** these desirable features ensure your fleet's permanent availability, contribute to your vehicles' value retention, and prevent cost-intensive downtimes. We also provide prepared **maintenance packages** for every vehicle type.

Driver Training

Knowledge creates safety

Forklift trucks are complex **vehicles** and their operation must be learnt properly. STILL has therefore developed a **special training concept for drivers.** Beyond the ability to drive, these training courses convey knowledge of how to save operational and energy costs, reduce wear, and increase the service life of batteries and chargers by efficient driving. Our highly motivated trainers will be happy to conduct these training courses at your premises, either as group or individual training.
With STILL. More safety.

YOUR SATISFACTION IS

THE ONLY BENCHMARK

We want you to benefit from our STILL service. We are firmly convinced that we can only gain your trust by listening to you carefully, understanding your requirements and fulfilling them with absolute reliability. You alone judge whether we succeed. Thereforen, we survey an average of over 10,000 of our service customers per year to find out how satisfied they are with our performance, and analyse our improvement potential on this basis. **A satisfaction level of 97 percent*** is both confirmation of our success and an incentive to continue enhancing our service performance – in a dialogue of partnership with you.

SIMPLY EFFICIENT
Performance attributes as a benchmark of economic efficiency. Like any STILL product, the service we provide for you is extremely efficient. Easy to use, high-performing and reliable – in addition to being flexible in application and easy to connect to digital systems – our solutions take up as little of your valuable economic and human resources as possible. STILL solutions thus become the basis of your economic success. Simply efficient.

* database for EMEA: 01/01/2018 - 31/12/2018/15,640 interviews

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STILL is certified in the following areas: Quality management, occupational safety, environmental protection and energy management.

MANAGEMENT SYSTEM CERTIFICATION
DNV·GL
ISM ■ ISO 9001 ■ ISO 14001
OHSAS 18001 ■ ISO 50001

Service Prospect EN 03/20 Technische Änderungen vorbehalten.

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