

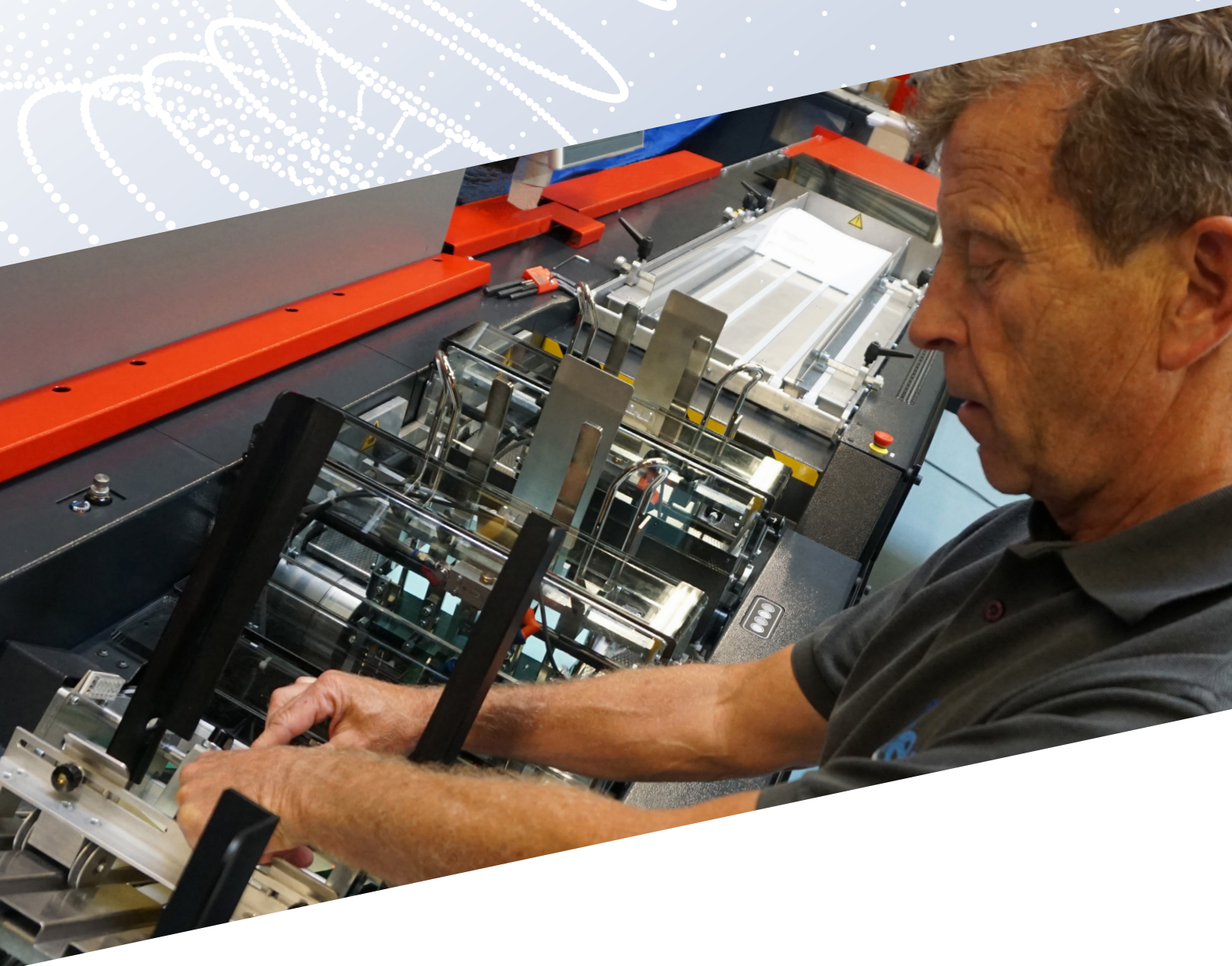


kern**Service**

Service Support

Reliable customer care

After-sales solutions



Your technology partner | **kern**

Kern Service ...and everything runs smoothly

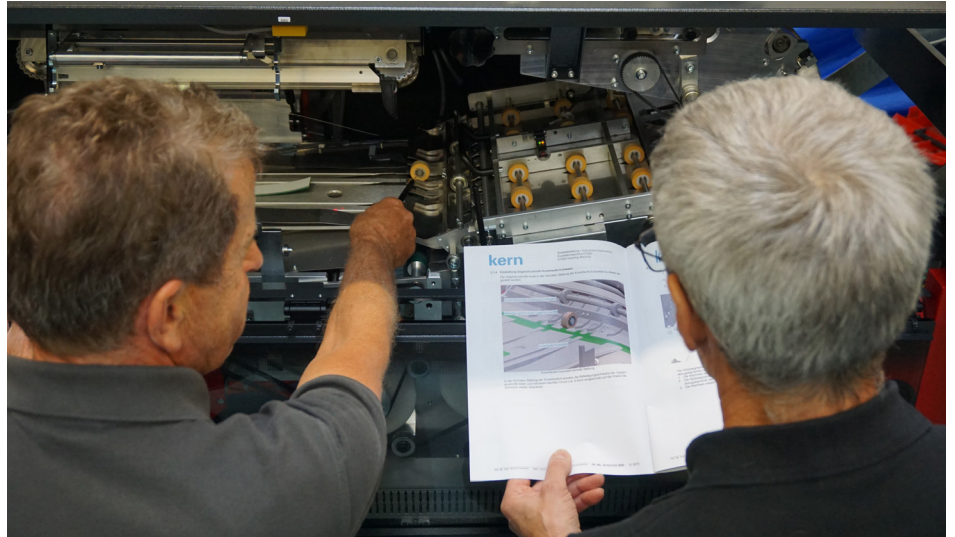
Consultation before purchase, with support and assistance after the purchase of a Kern system is all-important. Efficient support is one of the fundamental principles of the Kern Group. The Kern Group offers a comprehensive and reliable service program worldwide to ensure optimal availability and productivity of the systems.

Kern customers benefit from a wide range of services and so ensure the greatest efficiency, process reliability and availability for their systems. Thanks to a worldwide sales and service network, the Kern Group can ensure fast support and short response times.

At Kern, working closely alongside our customers is in our DNA, with detailed consulting, holistic project management that includes installation of the systems, introduction and training, as well as maintenance and service. Ongoing training of service and operational staff is also very important.

The Kern Group works in partnership with our customers. This starts with a joint analysis of the respective needs in order to design the appropriate solution. Tailor-made systems are a strength of Kern.

After the purchase, a reliable service program is a must. Comprehensive service is an integral part of the company. Kern offers customer-oriented, comprehensive and reliable service models to ensure optimum system availability and productivity.



Technical documentation

The customer receives detailed technical documentation or a user manual for each system and each solution. These documents explain in detail about installation, use, maintenance and repair etc.

Service and support

Kern understands service to mean a process to ensure the flawless production performance of Kern systems in operation. If things get stuck somewhere, the customer can count on efficient support - either by telephone, on-line or on-site where the system is located. The aim is to resolve the problem quickly and easily.

The following options are available:

- Get in touch with a local Kern contact - support and solution via local partner
- Telephone support for simple issues.
- Direct access to the system from the support team via remote connection
- International 2nd or 3rd level support from the headquarter of Kern
- On-site attendance in the event of serious challenges.

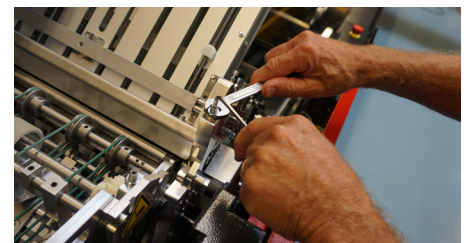
Maintenance and service contracts

The Kern Group offers various maintenance and service contracts. Each system requires care and maintenance after a certain period of operation to ensure that it operates safely and reliably. Regular checks increase the reliability and service life of Kern systems.

Inspection and maintenance of customer systems: Kern customer advisors will be happy to arrange the appropriate services with the customer to determine the scope of the service and define the appropriate package.

This offers the following advantages:

- Increased service life
- Improvement of operational safety
- Optimisation of operational processes
- Efficiency Improvement
- Predictable cost planning





Support Software

Kern Inserting Systems

Kern inserting systems offer complete mail tracking with the Kern mailFactory® Suite. For the purpose of analysis, inserter relevant data is permanently stored in a database so that reports can be generated later. To be able to process support requests as quickly as possible, a team is available via remote connection. An on-site deployment can be carried out if required.

Kern Packaging Systems

The Kern packaging systems software has an online connection. A customer service team is available via remote connection to process support requests as quickly as possible. In complex cases, an on-site visit can also be planned.

Kern Terminals

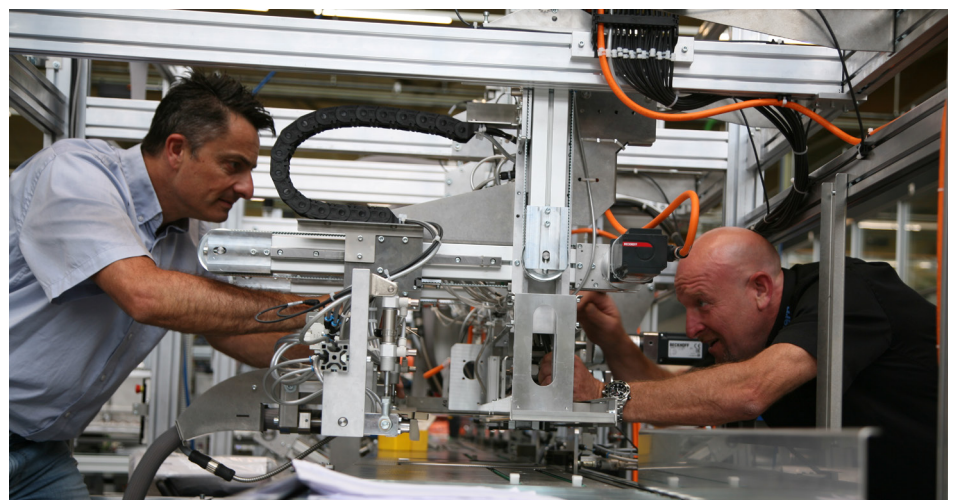
Software support for 24/7 Smart Terminals is provided by the Kern team or by the local partner. In order to answer support requests as quickly as possible, a team is available via remote connection. In special situations, on-site deployment can also be useful. The interaction of 24/7 customer service and service level agreement ensures optimum service.

Spare parts service

In order to guarantee functionality, original spare parts should always be used. These are high-quality parts and components manufactured or tested by Kern.

The Kern Group ensures the operational safety of its plants worldwide with a comprehensive range of spare parts.

It is important to be able to obtain the appropriate spare part quickly. The spare parts can be ordered via spare parts catalogue or spare parts service. Please get in touch with your local Kern contact so that the order can be initiated.



Overview

- Personal consultation on site
- Needs analysis, development of an optimal solution
- Installing the Kern systems
- System integration
- Individual on-site training of your employees
- Technical documentation, operating instructions
- Comprehensive support in the operational phase
- Reliable service programme: 24 /7 customer service with corresponding service level agreement
- Spare parts service
- Annual maintenance/service models

How to reach us

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Kern service

Trust is the foundation of good cooperation

The decision to purchase a Kern product is a choice for a continuous, trusting relationship. Reliable service is one of the key pillars of our company. For optimum system availability and productivity, the Kern Group offers a comprehensive and reliable service portfolio.

- Personal consultancy on-site
- Requirement analysis, and solution proposal according to customer needs
- Installation of the Kern systems
- System integration
- On-site training of your employees
- Reliable support and maintenance during operation
- Customer-oriented service and maintenance models after purchase.

Headquarter

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Kern worldwide

Innovative systems for document processing and logistics

Kern AG is a Swiss manufacturer and worldwide supplier of products, solutions and services in the field of inserting and packaging systems as well as parcel terminals. The software and platforms that are tailored to the product and customer complete the Kern system landscape.

For more than seven decades, Kern has stood for great innovation, quality, flexibility and reliability. Factors that mean one thing above all: the highest level of security and service.

The basis for this is flexible production planning and process control on the one hand, and a long-standing and qualified team of experts in development on the other.

The Group operates in around 50 countries worldwide and employs about 750 people. Kern Service is available worldwide with 450 service technicians, on 365 days a year.

Subsidiaries

Belgium www.kernnv.be
France www.kernfrance.fr
Germany www.kerngmbh.de
Great Britain www.kern.co.uk
Netherlands www.kernbv.nl
Spain/Portugal www.kern.es
USA/Canada www.kerninc.com

Business Units



kernMail



kernPack



kernTerminal



kernService