



Maintaining the performance of your solution, that's our job.

References

Partnership SBB & bpost



Kontich
Headquarters
Belgium Branch

We maintain:
7 sorting centers
9 million of objects per day
150 pieces of industrial equipment and various IT applications.

MAINTENANCE SERVICE THROUGH A SERVICE LEVEL AGREEMENT (SLA)

- All sorting equipment and systems in Belgium
- Mechanics, electronics & software
 - 1ST LINE: 24/7 local presence on 6 hubs
 - Week: continuous shift system
 - Weekend: bridging team (2x12h)
 - 2ND LINE: 24/7 hotlines
 - Specialist / machine type and ICT
- Interventions all over Belgium (regional) by our mobile technicians
- Reliability & Asset management
- Spare Parts Management

SOLYSTIC Belgium Branch

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► **LIFECYCLE SERVICES**

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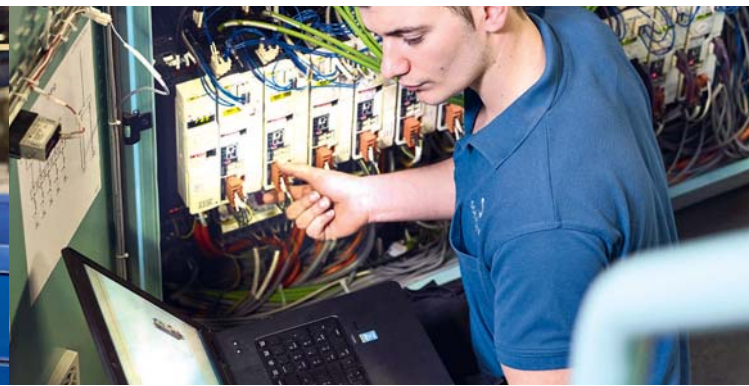
- **MAIL AUTOMATION**
- **PARCEL AUTOMATION**
- **LIFECYCLE SERVICES**



SOLYSTIC Belgium Branch

Performance based services



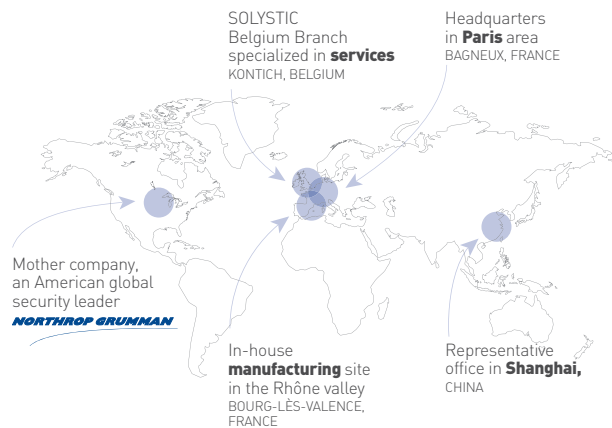


From execution to full maintenance management.

Who is SOLYSTIC?

SOLYSTIC (a Northrop Grumman company) is a world leader in postal and logistic solutions.

For 60 years we had been installing and maintaining solutions throughout the world.



SOLYSTIC Belgium Branch, SBB, provides value, support and peace of mind through service level agreements. Teams are dedicated to maintaining the performance of your solution and committed to achieving a certain service level.

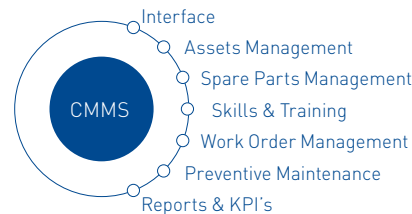
Our services

From execution to full maintenance management.

OUR STRATEGY

We offer complete programs founded on a close relationship with our customers, our programs are built according to the service level decided together.

Monitoring of the KPI's in real time with innovative solutions.



BENEFITS OF OUTSOURCING MAINTENANCE

- 1 Commitment to availability and performances.
- 2 Proven reliability engineering competences.
- 3 Instant access to the right equipment.
- 4 Continuous improvement approach.
- 5 Proven implementation of a CMMS.
- 6 Experts trained in the latest technologies.
- 7 Reliable third party maintenance provider.

OUR TECHNICIANS ARE EQUIPPED WITH MOBILE DEVICES

- to use CMMS on the workflow,
- to ease access to documentation and monitoring,
- to identify quickly modules or parts with QR codes,
- to record and share images and videos of technical issues,
- to allow videoconference with the hotline support.

SOLYSTIC continuous improvement approach

IMPROVE CONSISTENCY OF OUR OPERATIONS



Quality & environment certifications
- **ISO 9001** since 1995
- **ISO 14001** since 2007



Health and safety - OHSAS 18001 2007
- **Global Compact** membership since 2010



SOLYSTIC Maintenance Personnel
VCA-certified

MAINTENANCE IMPROVEMENT ATTITUDE



CMRP certified by **SMRP** (the Society for Maintenance Reliability Professionals).



BEMAS (Belgium Maintenance Association)



Participation to innovation clusters Minalogic & Systematic - Augmented reality, Predictive maintenance and **Big Data**