

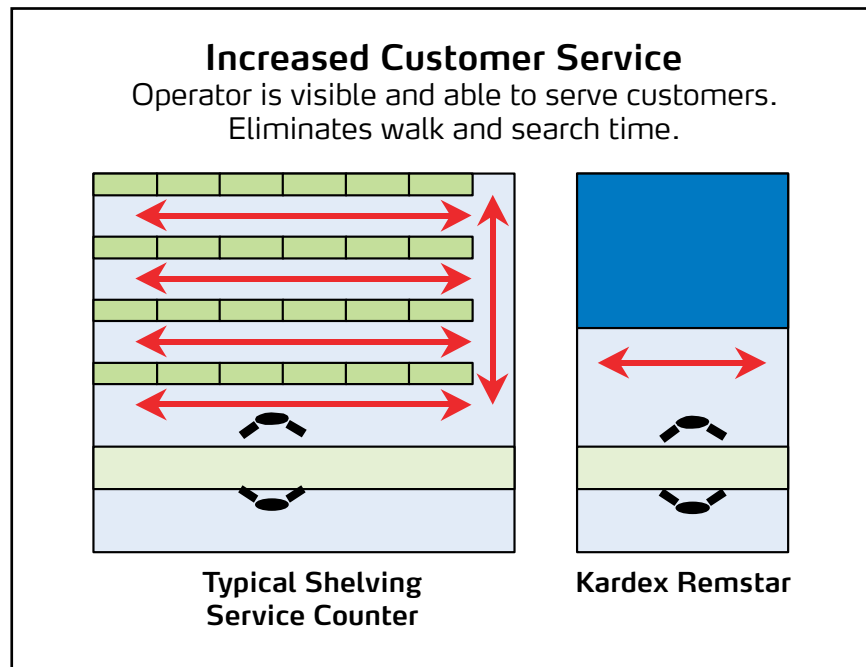
Service Workstation Increases Productivity & Customer Satisfaction

Kardex Remstar's Vertical solutions make ideal solutions to enhancing your internal and external customer satisfaction levels. Service counter applications often require the operator to help the waiting customer or employee by looking up a part or item number and then retrieve it. When the counter area utilizes bins of shelving, the operator must leave

the counter and walk and search through many rows to find the part. This method has lengthy parts retrieval time, leaves the customer alone, doesn't allow the attendant to see and communicate with other arriving customers, dramatically reduces managerial supervision when down aisles.

Increases Productivity

- Walk and search travel time is dramatically reduced.
- Items are presented to the operator for fast picking.
- Operators are visible to managerial supervision at all times.
- Ergonomic design dramatically reduces operator fatigue after hours of work.
- Employee retention is traditionally higher due to better working conditions, reducing training and educating new personnel.



Enhances Customer Satisfaction

- Faster response time translates into happier customers and increased sales.
- Less fatigued operators are better enabled to solve customer problems or questions.
- Operator activity is visible and they are able to greet newly arriving customers without losing productivity.
- Customers are not frustrated or aggravated by the apparent lack of help at service counters because they are visible.
- Automated carousels demonstrate your commitment to providing state of the art customer service.