*After-Project ensures long-term system reliability*

**Service beyond project completion**

**When requirements change, DS AUTOMOTION stands by its customers with experience and technical know-how. Through extensions, modernisations and customised adjustments, the After-Project team ensures that systems continue to operate reliably in the long term. This allows users to run them economically for decades.**

The transport solutions from DS AUTOMOTION, a leading expert in mobile robotics, are designed for decades of use. To ensure that systems in production, logistics or data centres continue to operate reliably over the years, competent technical support is essential – and this is precisely what the After-Project team at DS AUTOMOTION provides. “Our mission is to keep systems fit for the future – whether through expansion, modernisation or conversion of our automated guided vehicles and systems,” explains Martin Dollhäubl, Head of After Sales Service at DS AUTOMOTION. The range of tasks extends from simple software updates to system extensions and complete modernisations during ongoing operations. “For us, ‘impossible’ does not exist. We always look for a solution. What matters is that the customer feels they are not alone – we take care of the task,” assures Dollhäubl.

**Solutions for new requirements**

Typical triggers for the involvement of the After-Project team are changes in production. “If a customer, for example, wants to manufacture a new product, we check whether the existing system is suitable. If not, we adapt the fleet accordingly in engineering,” Dollhäubl explains. Modified workflows with additional stations or new travel paths are also part of the team’s daily work. It is not only about technology, but also about planning reliability: “The customer must be able to rely on getting exactly what they need – without unpleasant surprises.” This is particularly important in hospitals, where vehicles perform repetitive tasks such as transporting medicines, meals, sterile goods or waste. “Our work is often like open-heart surgery. We reconfigure systems while they are running – without anyone noticing,” says Dollhäubl. Six experienced employees ensure smooth operations and know the systems in detail. “We have complete documentation for every system. That makes our employees’ work much easier – whether it’s maintenance, expansion or modernisation,” adds Dollhäubl.

**Proactive dialogue**

In addition to handling enquiries, the After-Project team also takes a proactive approach to customers. Regular on-site visits help identify needs early and strengthen relationships. “Many customers appreciate that we actively seek dialogue and show how important their system is to us. This helps us strengthen our customers’ trust in the long term and maintain close contact,” says Dollhäubl. For users, this means maximum operational reliability, continuous modernisation and a partner who remains available even after decades – many DS AUTOMOTION systems have been in continuous operation for over 25 years. “It’s about giving our customers confidence. They should know that their system is in good hands – and that we will always find a solution,” Dollhäubl concludes.

**3.034 letters**

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|  | **Bild Martin Dollhäubl.jpg:**  „“For us, ‘impossible’ does not exist. We always look for a solution. What matters is that the customer feels they are not alone – we take care of the task,” assures Dollhäubl“, assures Martin Dollhäubl, Head of After Sales Service at DS AUTOMOTION  © DS Automotion |
|  | **Carey spin.jpg**  Successful integration of a CAREY Spin into the existing material supply system at University Hospital Cologne.  © DS Automotion |
|  | **Carey spin2 .jpg**  Successful integration of a CAREY Spin into the existing material supply system at University Hospital Cologne.  © DS Automotion |

**About DS Automotion**

DS Automotion is a global leader in mobile robotics for in-house logistics and assembly applications. With more than 40 years of experience, the company develops mobile robots and fleet management systems such as AGVs and AMRs. Its core competencies are continuously advanced with a strong focus on state-of-the-art software solutions. Headquartered in Linz, with subsidiaries in Germany, France and the United States, the company employs more than 300 people and is part of the SSI Schäfer Group.

Further information is available at www.ds-automotion.com