

## KARDEX CONNECT

### What is Kardex Connect?

Kardex Connect incorporates remote assistance and remote analytics, which allows Kardex the ability to remotely assist you with faults on your machines. It also provides you visual KPI cues to easily monitor how efficiently your machines are working for you on site.

### How do you remotely access the machines?

To gain remote access to your Kardex machines we use our secure site control. This has inbuilt firewalls and comes with a security certificate that is renewed every two years. We can supply your local IT department with all the information they require regarding the security. Your site control connects to Kardex via a URL over port 443 that has inbuilt SSL with your supplied IP address. Your firewall can be programmed to only allow access to the URL and nowhere else within your network. We only require an outgoing connection. Your machines can be on separate network range to this connection as well (VLAN). Once we are connected to the site control, we can only access the IP address and port number of the machine that has the breakdown. This is programmed at the point of installation and cannot be altered remotely.

### How do we log a call?

Depending on the age of the machine there are several possible ways of how a call can be created.

- On the newer Kardex systems the machine and the site control can be in constant communication. If desired and when a critical fault occurs with your machine, the site control can automatically create a ticket to our helpdesk.
- You can use a PC on site and connect through the web app. Within this app you can add additional information including phone numbers, email addresses and any corrective measures you may have already taken. This will speed up the process.
- We have a phone-based application allowing you to input information, similar to the web app. The difference here is that it allows you the capability to monitor KPIs and faults on your Kardex equipment wherever you are.
- Kardex machines supplied with a SOS button allows you to log a ticket directly to the helpdesk.

### Will this speed up repairs?

Absolutely!

Initially, time is saved logging the call as this only takes a few moments. You have a faster response time for a helpdesk specialist getting back to you and because the helpdesk can directly connect to the machine and use special PLC diagnostic programs, there is a far higher possibility of a first-time fix, greatly reducing the need for a technician to attend site. If an attendance is still required, the technician will be furnished with valuable information, speeding up their repair whilst on site.

Please view our YouTube videos explaining Kardex Connect in greater detail.

<https://www.youtube.com/watch?v=xVRq1JPGyUo>

<https://www.youtube.com/watch?v=ytZFo8VaTk>

Sincerely

The Kardex Team