

DATA ANALYSIS SERVICE DESK



What is Service Desk?

Service Desk is a detailed reporting service that the Ferretto Group offers its customers to better manage the new generation of Vertimag vertical automatic storage systems.

Through a web portal it is possible to access all the information related to the machines supplied in real time such as:

- System master data (in the case of multiple storage systems installed in different locations)
- Storage system information (alarms, errors and missions)
- Technical data sheet for each machine
- Tray information
- Maintenance

ADVANTAGES:

- ➊ Greater control of the system
- ➋ Preventive maintenance
- ➌ Real-time statistics and reports

What information does Service Desk provide?

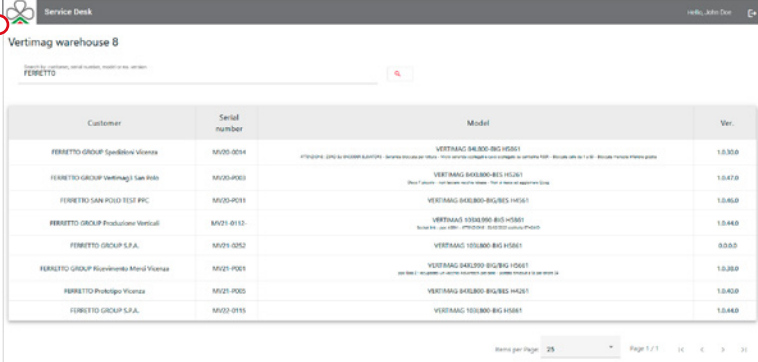
Service Desk is a collector of real-time updated information related to:

MACHINE

By selecting a specific time frame, you can access data regarding:

System master data:

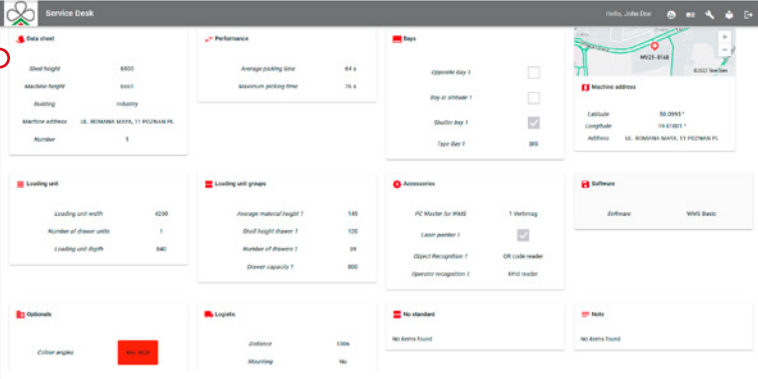
In the case of multiple machines installed, the user is able to monitor the situation of all storage systems on a single screen.



Customer	Serial number	Model	Ver.
FERRETTO GROUP (Speidel) Vienna	MV05-004	VERTIMAG S4L300-BIG H561	1.0.304
FERRETTO GROUP (Vertimag) San Polo	MV05-003	VERTIMAG S4L300-BIG H561	1.0.478
FERRETTO SAN POLO TEST PPC	MV05-001	VERTIMAG S4L300-BIG H561	1.0.404
FERRETTO GROUP (Produzione Vertimag)	MV21-012	VERTIMAG S3L300-BIG H561	1.0.440
FERRETTO GROUP S.P.A.	MV01-002	VERTIMAG S3L300-BIG H561	0.0.0.0
FERRETTO GROUP (Kondensato Metal) Vienna	MV21-001	VERTIMAG S4L300-BIG H561	1.0.289
FERRETTO Proklogo Vienna	MV21-003	VERTIMAG S4L300-BIG H561	1.0.408
FERRETTO GROUP S.P.A.	MV02-015	VERTIMAG S3L300-BIG H561	1.0.440

Data sheet:

Contains all the information relating to the machine (height, bay type, position, trays, accessories and software).



Data sheet

Shed height: 600
Machine height: 600
Building: Industry
Machine address: UL. ROMANA 5A/1A, 11 PIZZANNA PL
Number: 1

Performance
Average picking time: 64 s
Maximum picking time: 76 s

Days
Operate day 1:
Stop at altitude 1:
Shutter day 1:
Turn day 1: 00

Machine address
Latitude: 50.3945°
Longitude: 19.0780°
Address: UL. ROMANA 5A/1A, 11 PIZZANNA PL

Loading unit
Loading unit width: 4200
Number of drawer units: 1
Loading unit depth: 140

Loading unit groups
Average natural height 1: 140
Shed height drawer 1: 100
Number of drawers 1: 39
Drawer capacity 1: 800

Accessories
PC Module for RFID: 1 Vertimag
Laser pointer 1:
OPN1 Recognition 1: OK Code reader
Operator recognition 1: RFID reader

Software
Software: WMS Basic

Outbreak
Color angles: **ALL OK**

Logistics
Inhabited: 100%
Mounting: No

No errors found
No Errors Found

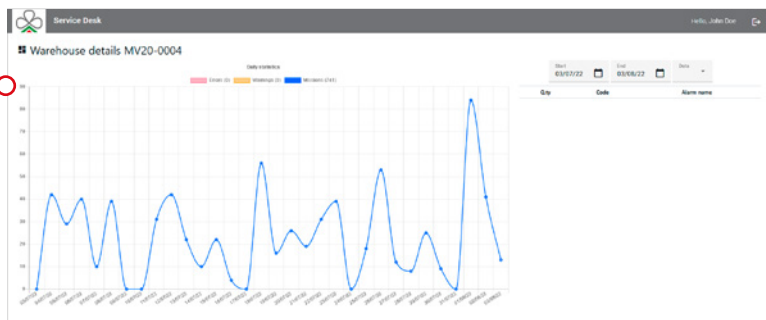
Note
No Errors Found

Alarms and operating errors:

Provides a report on any alarms detected and on the types of errors found for a certain period of time.

Number of missions carried out:

Provides information regarding the use of the storage system.

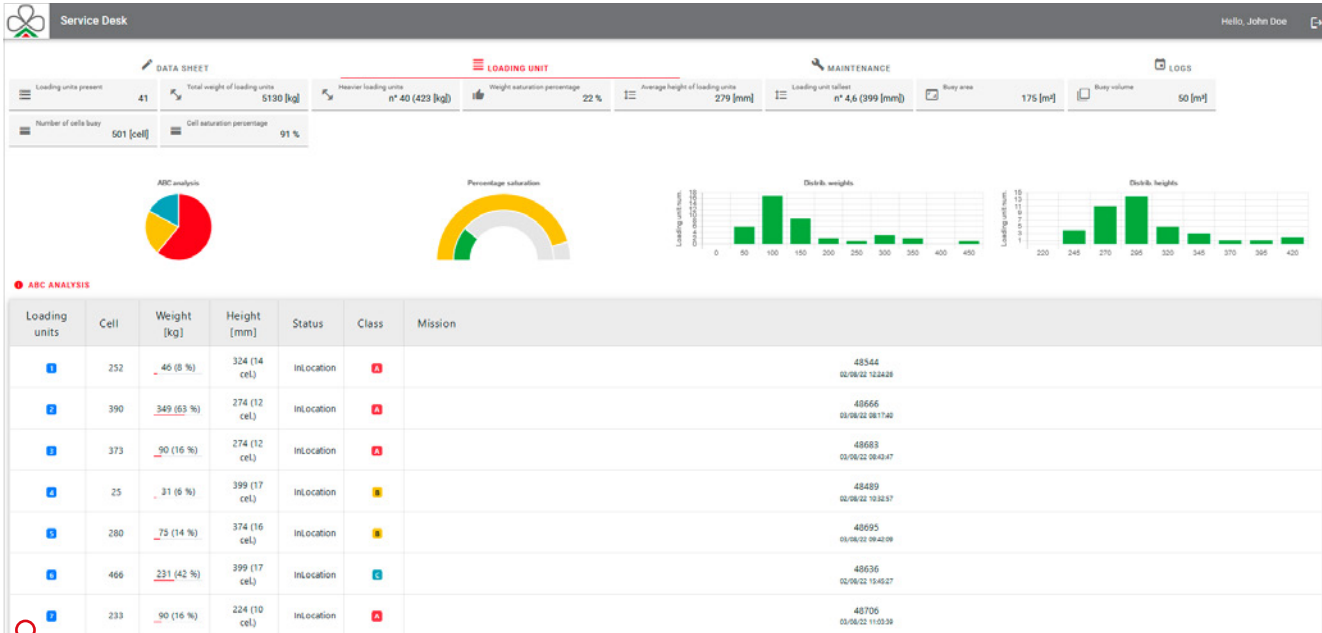


MAINTENANCE

The system provides information on maintenance carried out and scheduled maintenance activities.

Status	Last maintenance	Upcoming maintenance	Last update	Total cycles
Valido			03/08/22 10:57:01	22212

TRAYS



Thanks to **Service Desk**, storage system operators can have detailed information on the materials stored in the trays, system saturation, weight and height distribution.

Advantages

1 Greater control of the system

With Service Desk, the user can monitor the performance of each machine, and have access to the real-time general situation of multiple machines, even if installed in different locations. Operators can always be updated on the saturation of the systems, the number of missions carried out, and the number of orders processed.

2 Preventive maintenance

Service Desk, through intelligent data reprocessing, helps operators to schedule necessary maintenance to make the best use of the systems and prevent unnecessary machine downtimes and unexpected errors.

3 Real-time statistics and reports

Thanks to the user-friendly dashboard, operators can easily access and extrapolate all the information necessary for systematic and quick system reporting.



LEARN MORE ABOUT DATA ANALYSIS SERVICE DESK

Do you want to **learn more** about **automatic storage systems**?

Go to the **relevant section** of our website or **contact us**

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