# BURG®

IT SERVICE POINT

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Description

Our IT service point is the central point of contact for a wide range of services in intralogistics, offers continuous expansion of the range of services, guarantees the issue and storage of all IT items 24/7 and is characterized by an easily expandable, modular system.

Workflow

| authenticate | select rental / marketplace | select item | pick up article |
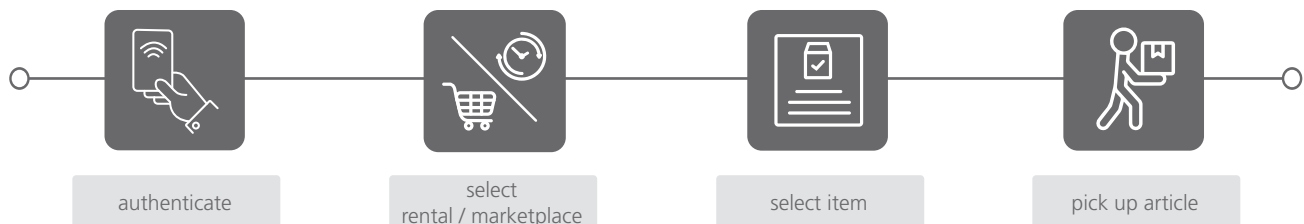
Benefits

- decoupling of compulsory attendance
- reduction in downtime
- expansion of the range of services
- optimization of IT service processes
- savings in process costs
- user-friendly

Features / Configurations

Features are various capabilities and functions of a smartlocker system, that can be displayed within an individual use case.

Standard features

- customized CI / UI
- mail dispatch interface (mail server)
- customized mail texts
- Microsoft Azure interface
- reading customer-specific card segment (RFID)
- payment functions (PayPal / credit card)

Use case features

- Remote - output of replacement devices
- issue - C article
- delivery to the IT department
- management of IT pool devices
- optimization of device rollouts
- Iisue of orders
- API interfaces (e.g. to ticket systems)
- various authentication options