My Bizerba Smart contracts
Service redefined

www.bizerba.com
»My Bizerba offers you more than ever the possibility to individually design your Bizerba services. We offer you solutions for your economic success. Leading quality from a single source.«

Andreas W. Kraut
CEO and Shareholder
Bizerba SE & Co. KG
A new service experience

Thinking in possibilities rather than within boundaries is a Bizerba tradition. Keeping this in mind we have redefined our services. With My Bizerba and Bizerba Smart contracts you will discover a perfect balance of individuality, quality and economy offering you more flexibility.

With our Open World we have created a unique, networked portfolio of products and services. In dialog with our customers and the industry we will continue to develop suitable solutions. My Bizerba is our response to constantly changing markets and needs. It is our central idea to offer you the best prospects and success in your industry. The result: the Smart contracts. The intelligent solution which allows you to realize your new retail technology or industrial system.

You may set up your individual service package maintaining full control over Life Cycle Costs (LCC) and Overall Equipment Effectiveness (OEE) of your processes. Optimize your cash flow. With the payment method of our Smart Contracts you only incur minimal investment costs. You will be pleased with the quality supplied by a leading solutions provider who will be partnering your growth. And it feels good to know that your equipment is protected with us as a partner right from the beginning.

Welcome to My Bizerba
Making new possibilities easier

There are many good reasons for your new technology. With our Smart Contracts you will reach your goals faster. We help you to implement your individual solution and to economically operate it in the long-term. Costs down. Success up. This is also My Bizerba.

**Easy handling**
The business model of our Smart Contracts is as intelligent as it is simple: We provide you with our technology and you only pay for the all-in-one services. Your investment costs will be minimal. By means of options and modules you decide which services you require in your Smart Contract.

**Open technology model**
With this Smart Contract version you can choose from our latest technology. Specifically aligned with your industry and your particular needs. We handle the service and you define its scope.

**Focus labeling technology**
Also here, we offer you the most up-to-date technology customized to your requirements. We supply high-quality Bizerba labels and take care of the service. You only pay for the individually agreed label volume (Pay per Use).

**More freedom**
Smart Contracts offer you financial freedom allowing you to respond to market changes or to capture new markets, for example. Also updating your production to the latest technical state is possible. Your entrepreneurial risk is greatly reduced: For a defined time period you only pay for services received from us.

Increase your cash flow and go easy on your balance sheet since the components of your industrial system or retail solution (hardware and software) are not included in fixed assets.

More freedom also means: You remain flexible. You stipulate the time during which you would like to use our equipment. Or use our option to extend your Smart Contract. At the end of the term we arrange the dismantling and removal of the equipment.
No matter how you set up your Smart Contract: You are opting for most up-to-date technology and latest features. And you benefit from lean processes since you have only one contact person permanently assigned to you taking care of all your needs. We are your partner you can rely on. So you can concentrate on what’s important – your core competence.

**Optimal budgeting**
The all-in-one solutions of the Smart Contracts factor in the Life Cycle Costs of your processes. This allows for costs to be predicted. The extent of your plan is up to you – you decide with your personal Smart contract.

**Optimaler Wirtschaften**
Regular maintenance, original spare parts, wear and tear parts as well as innovative industry 4.0 solutions with intelligently networked hardware and software – with these services, Smart Contracts improve the Overall Equipment Effectiveness (OEE) of your processes:

- **Factor 1, availability**
  Our networked solutions ensure an optimized workflow and dataflow. With BRAIN2 software you can centrally control, record and evaluate your production along the supply chain. This is an ideal basis to increase production time. Our professional service will make an additional and reliable contribution to smooth processes.

- **Factor 2, performance**
  Which machine is utilized to which capacity? Our networked hardware and software solutions are the answer. The Bizerba applications management team is happy to assist you in optimizing your processes. Our specialists will develop and implement your individual system concept which perfectly matches your production.

- **Factor 3, quality**
  With our networked solutions we also support your quality management. They will provide you with the necessary transparency and control for maintaining a constant product quality and safe process flows along your supply chain.
## Smart contracts

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<th>General labeling contract</th>
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<td>Integrated services with focus on labeling technology: freely selectable use of Bizerba hardware and software + labels + services</td>
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<td>Monthly, quarterly or yearly all-round carefree rental</td>
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<td>Your benefits</td>
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<td>+ Transparent LCC which can be planned</td>
<td>+ Flexible label volume adjustable to seasonal fluctuations</td>
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<td>+ Simple contract with freely selectable term and contract extension</td>
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Produce labeling contract

Integrated services with focus on labeling technology, special offer for the produce industry: Use of Bizerba label dispenser LDI 20 + software + labels + services

Payment method
Pay per Use: Bezahlung eines individuellen Etikettenvolumens, das sich flexibel monatlich anpassen lässt (+/- 20 Prozent)

Capacity
– Use of a labeling system which is perfectly suitable for fresh products
– Individually defined label volume
– Selection from a broad, high-quality label portfolio
– Annual After season check
– Service based on individually agreed response time
– Remote service for fast support

Your benefits
+ Flexible label volume adjustable to seasonal fluctuations
+ Paying for actually rendered services
+ Simple contract with short one-year term and contract extension
The right label for everyone

Individual labels specifically produced for your needs. This is also possible with My Bizerba and our know-how. We have a wide spectrum to offer: ranging from high quality to high functionality, from no health risk to sustainable production.

Individual label composition

We offer you quality along the entire supply chain. This also goes for our labels. As an experienced specialist we produce our own laminate. This allows us to meet your requirements in terms of base material, paper and glue and to manufacture your individual labels. Having high-quality properties our labels perfectly adhere to different surfaces, even when exposed to cold, hot or wet conditions. Our labels have a very high print resolution and can be optimally read.

Highly functional use

We have considerably contributed to the evolution of labels from simple stickers to digital instruments which are able to control productions. Our modern labels communicate via QR code, RF and RFID tag with industry, trade and end users.

Our innovative Plug-In®-Label is an important module for the professional and intelligent control of price and goods labeling. Special papers and foils with thermal-reactive material or linerless labels without backing paper complement our unusually broad portfolio.
Sustainable production

Sustainable production of labels is important to us. We are saving resources by working in an energy and material efficient way. We use FSC-certified wood and currently do research on glue consisting of 95% biological material at the same time withstanding cold and hot ambient requirements.

And this is yet another result of our own research: With our technical know-how we manufacture already now BPA and BPS-free labels and inks which are not harmful to health at international locations. Ideally suitable for the food industry.

Recycling is another aspect in our production: A special extraction system collects paper scraps that are recycled, for example, to manufacture new paper. Residual polymer is used in the production of asphalt. With these sustainable services we support you in fulfilling a customer trend towards sustainably produced packaging.
Individuality requires overall experience

And that’s what we have. As an experienced solutions provider we put your personal needs in the center of our service. Design your individualized, integrated service with leading quality through our Smart contracts. That’s My Bizerba.

Consulting at eye level

Each customer has different requirements. Therefore, we will conduct a professional consultation meeting at the beginning of our relationship. What does being professional mean to us: We know your industry, talk to you at eye level and determine your individual needs. On this basis we advise you how you could optimize your processes and how to achieve your goals with us as a partner.

Leading know-how

We are a market leading provider of weighing and slicing technologies for retail industry and trade. We are also one of the worldwide leading specialists in industrial weighing and labeling technology. What further differentiates us: We are a family-owned, medium-sized company which stands for long-term success, quick decision processes and true reliability. Leading performance and a trusting relationship – this is our promise to you.
Everything from a single source

We have everything under control for you. This makes us a solutions provider who can offer you all services from a single source. Our modular principle of individualized products and services allows us to develop the perfect solution for your company or production. From hardware and software, labels or services such as maintenance, training of your staff or financing of your machines or retail technology. And always in our leading quality.

Bizerba quality

Whether you are opting for an individual component or system solution – you receive Bizerba quality. With our products you always have the latest in terms of technology and application and meet high safety and hygiene standards. Benefit from an ergonomic design, durable materials and easy handling. Bizerba quality also means: We offer you high-quality, individual services at fair conditions.

Sustainable products and solutions – this is also our quality. As a member of the Blue Competence initiative of VDMA (German Engineering Federation) we make significant investments in research activities which protect the environment and resources.
Good service is easy, fast and reliable

A contact person who quickly takes care of everything in order for your processes to run smoothly. This is possible with our service quality. So you can concentrate on what’s important – your core competence.

Service for each phase
With our service know-how we offer you the right support for your machine or retail technology. From process consulting, installation and maintenance up to stand-by service. Once we know your needs, we find the right service level for you. Defined processes which help you in terms of effort and responsibility.

Qualified service staff
Our service employees are specialists. They are professionally trained at all levels: They know the needs of your industry, reliably meet legal requirements and respect your individual operating conditions. Professionalism which you can also notice, e.g., on the fact that our service staff reliably meets current hygiene and safety standards in your company or production as a matter of course.
Efficient processes

Efficient and fast processes are important to us. We are personally available to you via our service hotline. Your qualified contact person makes sure that one of our local service employees will help you quickly and straightforwardly. Networked processes by means of which we optimize the availability of your operating or production processes. If, for example, our service technician discovers a defect during a device checkup, we can immediately perform the necessary repair.

Quick spare parts logistics

We permanently keep more than 20,000 original Bizerba spare parts in stock. With our overnight logistics our service technician always carries the right spare part in his service van and is with that directly on his way to you. Only a few, special spare parts are available on the next day. Bizerba spare parts are of high quality and tested. Quality which increases the life cycle and functioning of your equipment and systems.
1 company. 1000 possibilities

Shape your success with My Bizerba. Individual, economic and future-oriented. No matter which modules you are combining for your individual solution: You decide for reliable and leading Bizerba quality.
Let’s talk about it

Schedule a personal meeting with us and learn about your possibilities with our service contracts. Your personal Bizerba sales person is at your service.