

When every minute counts

Your 24/7 productivity shield

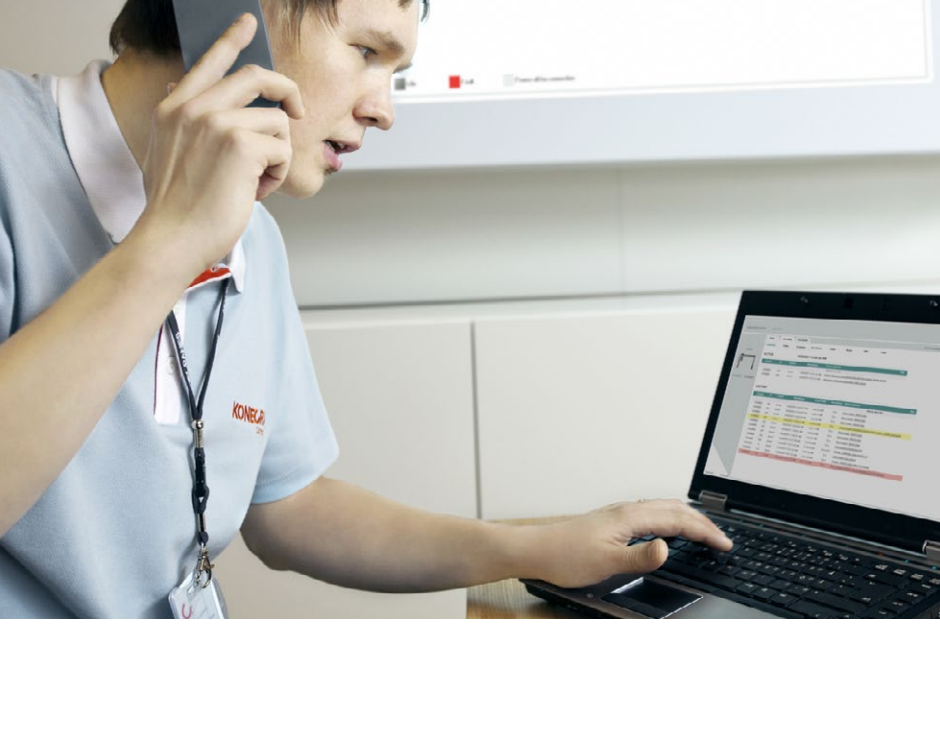
Konecranes Automation Software SLA



Downtime is not an option

In today's competitive port environment, every minute of terminal standstill translates directly to lost revenue. When automation software fails, your entire operation can grind to a halt. That's why leading terminals worldwide trust Konecranes Automation Software SLA to keep their operations running 24/7/365.

Saturday crisis to Monday success: a true story



3:28 AM, Saturday Morning
A critical automation component fails, status messages stop flowing, and the entire terminal faces imminent shutdown. Our customer phones the hotline, a P1 ticket is opened.

3:56 AM – Help Arrives
Within 28 minutes, a Konecranes engineer connects remotely to the system. Diagnostics begin immediately, with our expert working to identify and resolve the crisis.

5:35 AM – Crisis Averted
Just over two hours after the initial failure, the terminal is fully operational again. The following week, our team implements a permanent solution to prevent future occurrences.

This is the Konecranes SLA difference – real support when you need it most.

Always on, always ready

Our 24/7 support foundation ensures you're never alone when crisis strikes. With guaranteed response times and dedicated automation experts available round-the-clock, help is always just a phone call away.

GUARANTEED RESPONSE TIMES:		
P1	Critical Impact:	30-minute response, 12-hour workaround
P2	Serious:	1 working day response
P3	Moderate:	3 working days (target)
P4	Low:	5 working days (target)



Stay ahead, stay secure

Don't wait for problems to find you. Our proactive maintenance approach keeps your systems optimized, secure, and running at peak performance:

- Regular software updates for continuous improvement
- Bug fixes that prevent system malfunctions
- Cyber security patches within 30 days of critical vulnerabilities
- Compatibility updates for seamless integration
- Quarterly performance reviews against defined KPIs

All accessible through our dedicated customer portal with comprehensive ticketing and tracking capabilities.

Build your perfect protection plan

Every terminal is unique. That's why our modular approach lets you build the exact protection plan you need:

Basic Package (Always Included):	Optional Add-On Modules:
Hotline (24/7 or office hours) for P1 issues	Regular software updates (up to 4x yearly)
Ticketing tool for P2, P3 and P4 issues	Automation performance guarantee
Guaranteed response times	Information security updates
Quarterly performance review meetings	Dedicated technical account manager
Annual face-to-face meeting	

Mix and match services to create your ideal support package.



Every system, every component, covered

Our comprehensive SLA protects all critical automation systems:

- Crane Management System (CMS)
- Programmable Logic Controllers (PLC)
- Crane Control System (CCS)
- Auto-landing Systems
- Remote Operating System (ROS)
- Equipment Control System (ECS)
- IT Infrastructure



Investment protection that pays for itself

When you choose Konecranes SLA, you're not just buying support – you're investing in:

- ✓ **Operational Continuity:**
Minimize disruptions that cost money

✓ **Regulatory Compliance:**
Stay ahead of industry requirements

✓ **Cyber Resilience:**
Defend against evolving threats
- ✓ **Peak Performance:**
Maintain optimal efficiency


✓ **Extended Lifecycle:**
Maximize your automation investment

Take action today

- Schedule a risk assessment
- Get a customized SLA proposal
- Join the 24/7 productivity revolution



Konecranes is a global leader in material handling solutions, serving a broad range of customers across multiple industries. We consistently set the industry benchmark, from everyday improvements to the breakthroughs at moments that matter most, because we know we can always find a safer, more productive and sustainable way. That's why, with around 16,700 professionals in over 50 countries, Konecranes is trusted every day to lift, handle and move what the world needs. In 2024, Group sales totaled EUR 4.2 billion. Konecranes shares are listed on the Nasdaq Helsinki (symbol: KCR).

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