

BERKSHIRE GREY LIFECYCLE SERVICES

Enhancing Your Investment from Day One and Beyond

BG combines responsive 24/7/365 support with a proactive Customer Success team, so your automation isn't just installed. It's supported, monitored, improved, and aligned to your company's goals post-deployment, helping protect and grow the value of your investment for years to come.



CUSTOMER SUCCESS

Relationship, planning, enablement, and continuous improvement activities that help our customers operate confidently after deployment.

Dedicated Customer Success Manager

- Your consistent point of contact at BG who understands your operation, drives accountability, tracks priorities, supports issue escalation, and aligns service activities to business outcomes.

Continuous Improvement Planning

- Keeps the focus on evolving performance, long-term value, and operational readiness.

Peak Support Planning

- Helps prepare for seasonal peaks, launches, or other critical operating windows.

Performance Metrics & Reporting

- Customer dashboards and analytics show system performance, operator productivity, and actionable insights in real time.

Training Programs

- Empowers operators, managers, and maintenance teams to run the system confidently and consistently.

KPI Reviews

- Connects system performance to business outcomes by identifying trends, validating ROI, and prioritizing improvements that drive throughput, labor efficiency, and service-level attainment.



SUPPORT

Operational services that help our customers report issues, receive troubleshooting, maintain software, coordinate field service, and manage parts or repairs.

24/7/365 Helpdesk Support

- A clear and direct path to help when you need it.
- Issues are prioritized by operational impact, with regular updates through resolution.

Monitoring & Maintenance

- **On-site field service:** Technical experts provide hands-on support beyond troubleshooting.
- **Parts replacement:** Defined process helps reduce delays.
- **Hardware warranty repairs:** Repair or replacement of eligible components protects continuity.
- **Software maintenance updates:** Patches, maintenance releases, and new feature releases keep systems current.
- **Server maintenance, security updates & monitoring:** Proactive maintenance and monitoring help identify potential issues early.
- **Optional support services:** Managed preventative maintenance, safety device inspection, post-warranty corrective maintenance, software upgrade support, sandbox testing, and data feeds.

"When a customer invests in Berkshire Grey, they are trusting us with a critical part of their operation and we take that personally. Our goal is simple: give every customer confidence that their investment will deliver value for years to come."

– Brad Meyer | VP of Customer Experience