



Service description for the STILL Smart Portal packages

The STILL Smart Portal offers a comprehensive, digital platform that enables you to manage your fleet and optimize your operational processes from a central, user-friendly interface. You receive central access to the user interface for fleet management, monitoring, and analytics, as well as regular updates and platform optimizations to ensure basic functionality.

Our STILL Smart Portal Registration and Support Service Conditions apply to the registration and support services for the Smart Portal. You can view these at any time here: still.eu/ssp (File: Registration and Support Terms).

To use Smart Portal, an internet-enabled device, e.g. a computer or tablet, with an active internet connection is required. Access is web-based via the internet using a current browser. The exchange of operating and configuration data between the vehicle and STILL servers takes place wirelessly, either via mobile communications or via WiFi (encrypted, proprietary protocol), depending on the selected vehicle equipment. Data transmission via mobile communications requires a mobile communications network with sufficient signal strength at the customer's vehicle location. Data transmission via WiFi takes place via the customer's WiFi network. This requires an appropriate interface and an internet connection. The customer is responsible for providing the aforementioned IT infrastructure, i.e. the client, operating system, and data transmission interface and channels. The customer bears the costs and responsibility for this. If RFID access media (STILL chip, STILL card, or customer card) are used for access authorization, the access media number is read using a STILL desktop card reader, which can be purchased separately. STILL provides free software for operating this card reader. This software can be downloaded from the Internet. The customer is responsible for installing the software for data transfer. Administrator rights are generally required to install the software on the customer's PC.

Smart Fleet Management

The "Smart Fleet Management" package optimizes your fleet management as well as the safety and efficiency of your vehicle fleet. It includes the following services:

- **Access control support :**
 - Digital user and vehicle management: Restricted access to vehicles based on user rights.
 - Protection against unauthorized access.
- **Shock detection support :**
 - Automatic detection of shocks or vibrations that occur during operation.
 - Event logging and notifications to detect potential damage early.
- **Support for the pre-shift check via mobile app :**
 - Mandatory vehicle inspection by operator before start of shift.
 - Mobile documentation of vehicle conditions and defects for immediate notification.

Smart Analytics

The Smart Analytics package provides support for your detailed insights into the performance, costs and efficiency of your fleet.

- **AI Leasing Fit Analyzer :**
 - Forecasts and optimization suggestions for your leasing contracts.



- Recommendations for cost optimization based on utilization.
- **Vehicle Utilization :**
 - Monitoring and analysis of vehicle usage.
 - Visualization of usage patterns to increase efficiency and reduce downtime.
- **Cost Control :**
 - Detailed cost overview (e.g. operation, maintenance, energy consumption).
 - Direct integration into our SAP system for seamless controlling.
- **Maintenance + Repair :**
 - Automated data transfer for planning and execution of maintenance and repair.
 - Proactive identification of maintenance needs.
- **Documents :**
 - Direct access to all important vehicle and contract documents.
 - Integration into our SAP to provide central data.
- **Battery Monitor :**
 - Monitor and analyze battery usage and health.
 - Improved energy utilization and reduction of battery failures.

Smart Fleet Management Pro

The "Smart Fleet Management Pro" package combines the advantages of Smart Fleet Management and Smart Analytics in one complete package.

Smart Energy

The "Smart Energy" package supports you with energy usage and charging management of your electric forklift fleet. It includes the following features:

- **Smart Energy Cloud :**
 - Central monitoring of energy consumption and charging behavior.
 - Cloud-based analysis and evaluation of energy performance indicators.
- **Chargers List :**
 - Detailed overview of your charging infrastructure.
 - Real-time status monitoring of charging stations.
- **Smart Energy Units :**
 - Display of the energy consumption of individual vehicles.
 - Recommendations for optimizing energy use.