



**Realtime Business Solutions**  
*Your Success, Our Commitment*



## Support & Services

RBS OFFERS PREMIUM TAILORED SERVICES WITH ON-DEMAND AND ALL-TIME SUPPORT TO ENSURE YOUR EXPERIENCE IS ONE OF A KIND.



Find us on:



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## Providing premium services to ensure success for your terminal

Behind every TOPS Terminal Solution, RBS offers services to improve the efficiency of operations for our valued customers. We provide a range of services to ensure the highest level of operational excellence possible. No matter if your terminal size, RBS treats all its customers equally and can provide all these services according to your terminal needs. Our trustworthy customers care team helps us to provide these premium services which cater to different customer needs.

*Your success,  
Our commitment...*

RBS has been in the Container Handling Industry for over 27 and has worked closely with our customers to ensure all requirements are fulfilled to achieve efficient business processing and optimal efficiency. We believe that an efficient terminal relies on the people behind the operations. Therefore, we are dedicated to providing implementation, training, support, and other services to help terminals perform the highest level of operational excellence possible. We are committed to creating success for all our customers through our services and products.

Along with our premium services, we offer quality software to provide an integrated solution for our customers. Our trustworthy customer care team at RBS will be with you every step of the way, providing 24/7 support & services.





*“The implementation process was supplied at an excellent standard, especially by their quality team and services who were present and readied to help at every step of the way. It is evident that they are unswerving of their vision and values; strictly abiding by their customer-centric approach, ensuring that all our performance targets, as well as business objective demands, were met at the end of every phase.”*

**- CIO of Central Java Region  
TPKS Terminal**



# RBS Premium Services



## RBS Training Service

At RBS, we work closely with our customers to ensure that all stakeholders involved, understand the software and know how to use it for optimal process efficiency within a terminal. During the implementation process, we train key users to handle and administer our TOPS system to the full ability. We provide training through:

- ▶ Process and system training
- ▶ Direct training on-site
- ▶ E-learning
- ▶ Online help documents
- ▶ Detailed user manuals
- ▶ Installation & tech training



## Implementation Service

RBS is there with our customers every step of the way, from the very beginning. Our implementation processes are created to mitigate risk and minimize time to delivery. We tailor our services to the different needs of each customer to deliver the best service and product for your success. We can provide implementation services such as:

- ▶ Project management
- ▶ Software & hardware installation
- ▶ Data conversion
- ▶ On-site go-live support
- ▶ Preparation and training
- ▶ Risk management
- ▶ Resource and budget planning



## Product Extension Service

Need new modules? No worries. RBS has been in the industry for over 27 years, and our TOPS Terminal Solution provides a wide range of modules that can be added to your package. If your terminal needs new modules, our flexible software and experienced software developers can design, create and add a new module to your TOPS package through specific change requests.



## Customization Service

At RBS, we know that every terminal is different, so our software can be customized to suit individual customer needs. With the way we designed our software, we can easily customize modules to create the perfect TOPS Expert package for you. If needed, we can also modify our software to interface with third-party products. We can provide on-site integration with other process and other terminals in the port.





# RBS Premium Services



## 24/7 Support Service

Our Customer Care team at RBS is always ready to help. Our 24/7 support team at RBS are experienced personnel who can be contacted through telephone or email. RBS has regional offices worldwide, with a customer care team within each region that includes application support specialists. Our regional offices in Germany, Brazil, China, Vietnam, and Indonesia can handle issues relating to the service and ticket pipeline, while our head office in Australia handles deeper analysis issues and can supply fixes and new releases to customers. During a project, we can provide on-site and off-site support, such as gap analysis and on-site go-live support.



## Operational & Payment Optimization

RBS has developed an advanced terminal operating system that helps terminals to optimize their operations to achieve maximum operational efficiency. Processes such as berth planning, vessel planning, and yard planning can be optimized through the use of the advanced software features. Along with a combination of RBS services of training, customization and implementation, RBS TOPS Expert Enterprise and Cloud, is designed to help customers achieve maximum success.



## Software Upgrades and Maintenance

Our TOPS Expert Software is designed to be scalable as your business grows, with state-of-the-art software architecture. However, we know that not every software is perfect, so we greatly value customer feedback, to upgrade and improve our software to the next level. At RBS, we offer simple and low-risk software upgrades to provide our customers with the best experience possible, and for our customers to maintain competitive in the market. We also have a support tool ticketing system for customers to report issues and bugs related to our software, which can be sent through a dedicated support email. Our teams worldwide would then help your terminal to quickly resolve the issue, to help you return to your daily operations.

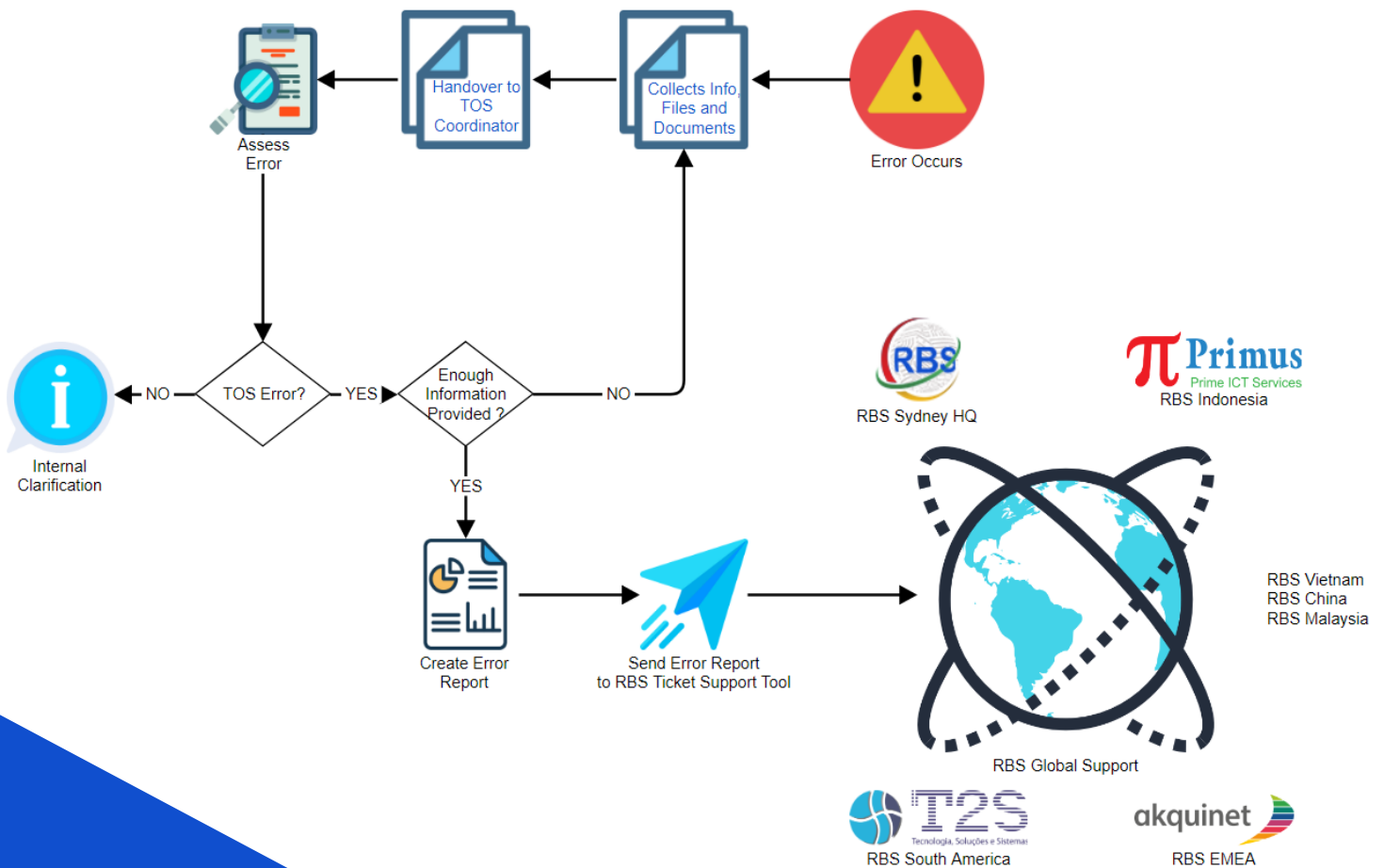


## Testing Service

We provide a testing service to show you that our software is the most advanced and solid TOS in the industry. We assign a QA team and testing manager to test the software before implementation and we make sure the software is ready for deployment. We pride ourselves on our unique software architecture and through our testing services will help you to develop business cases to show that our software is proven to be used in all situation.



# RBS Ticketing Tool for support



*Supporting customers around the globe for the last 27 years*

## **Contact Us**

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