

What makes e-insight so special?

We live and breathe service

Retrieve real-time data such as the support status of your products (roadmaps) and the current status of Hotline tickets, as well as historical data such as maintenance reports and system documentation quickly and easily. Additionally, e-insight also provides access to all system layouts and the electronic spare parts catalogue. This means you can find and order the right spare part at any time. With e-insight, you have access to all maintenance reports, support statuses and Hotline tickets along with their history.

We accompany you

In order to ensure that you have an overview of your system wherever you are in the world and at all times, e-insight is also available as an app for iOS and Android. You will have e-insight at your disposal in five different languages (English, German, Italian, French and Spanish), free of charge.

We love feedback

The KNAPP Promoter Score is also integrated in our e-insight service portal. It gives you the chance to share your experiences with KNAPP management therefore have a direct impact on our continuous improvement process. By giving us feedback, you help us to provide the best possible service management.



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e-insight
Your KNAPP service portal



Functions of e-insight



Continually updated product roadmaps tailored to your logistics system



Overview of your designated **KNAPP service team**



Up-to-date overview of all on-going and resolved incidents



Fast access to maintenance and repair work carried out



Access to **extensive system documentation**



Access to the **ticketing system** to report incidents and confirm RFCs



Comprehensive overview of all the service reports you need including analyses and statistics



Give **feedback** using the **KNAPP Promoter Score**



Safety incident report form



Manage your **spare parts online**



Read the **news** of the **KNAPP group**

What do you need to use e-insight?

A terminal

- Android or iOS smartphone
- Android or iOS tablet
- Computer with Internet access

Your personal login data for e-insight

Your personal user name and password are required to log in to the portal. You will receive your login data from your KNAPP Customer Service Manager.

