

# Service Fulfillment & Maintenance

This module is made for fulfilling services in general, which are either triggered by

- internal maintenance requests or schedules created as part of regular asset tracking in [lifecycle management](#)
- customer orders e.g. placed in a [point of service](#) or [online shop](#).

By design **Service Fulfillment & Maintenance** is highly configurable, so the range of users starts from small service shops (e.g. small tailoring or laundering shops) to large scale maintenance companies, e.g. industrial laundering facilities.

## Dynamic Process design

- **Goods intake & sorting station** - This is the first step in the laundry process, where arriving goods are identified and the process flow of the goods is determined. At this station dirty textiles are typically sorted into different categories, such as whites, darks, delicates, and so on.
- **Washing station** - This is where the sorted textiles are washed in large washing machines. The washing station typically includes machines of different sizes and capacities to accommodate different types of loads.
- **Drying Station** - After washing, textiles are transferred to the drying station, where they are dried in large commercial dryers or on drying racks.
- **Ironing Station** - This is where clothes and linens are ironed to remove wrinkles and restore their original appearance. The ironing station typically includes large commercial irons, ironing boards, and pressing equipment.
- **Service discovery station** - this is where goods are inspected and issues are documented and eventually maintenance work is to be defined.
- **Maintenance workstation** - this is where ordered services of a certain type (repair, product modifications) can be performed and documented.
- **Goods finalization & Storage** - this is where goods, where servicing has finished are packed and made ready for delivery

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