

RISE TO NEW DIMENSIONS

Financial and Sustainability Report 2024 | 25

CONTENT

01 INTERVIEW MANAGEMENT

- 04 EXPLORING NEW DIMENSIONS
Success lies in a clear strategy
and the power of innovation

02 COMPANY

- 16 CONTROLLING BODIES
- 18 SUPERVISORY BOARD REPORT
- 20 KNAPP AT A GLANCE

03 VALUE CHAIN STORIES

- 24 ONE SIZE FITS ALL?
New dimensions in efficiency,
flexibility and creativity
- 32 POWERING CHANGE
WITH INNOVATION
A passion for creative
new solutions
- 40 DRIVING DIGITAL
TRANSFORMATION
Automation as a pillar of modern
corporate strategy
- 50 FRIENDS AND PARTNERS
New dimensions in partnership
- 62 ROUND THE CLOCK
Always by our customers' side
- 70 SORTING REDEFINED
Expansion of strategic sorter expertise
within our KNAPP group

04 TAKING RESPONSIBILITY

- 80 SUSTAINABILITY REPORTING
KNAPP AG environmental figures
- 84 ANNUAL REVIEW
Hands-on responsibility: Passion
and enthusiasm for a good cause
- 92 HOW MUCH KNAPP IS IN ...?
Making life easier with reliable logistics
- 104 FOCUSING ON PATIENT
WELL-BEING
Automatic tablet handling

KNAPP IN NUMBERS

See booklet





Franz Mathi
Chief Operating Officer

Christian Grabner
Chief Financial Officer

Gerald Hofer
Chief Executive Officer

EXPLORING NEW DIMENSIONS

Success lies in a clear strategy and the power of innovation

Our modern world is more complex than ever. Not a day goes by without hearing news that present yet another challenge to markets, businesses and supply chains. That's why, in times like these, it's all the more important that we strike a balance between flexibility and stability. Our Management, comprising the Managing Board with Gerald Hofer, Franz Mathi, Christian Grabner and Managing Directors Heimo Robosch and Bernhard Rottenbücher, reflect on current market trends and the significance of innovation and close relationships with our customers in overcoming the challenges of these times.



“We want to be the first one our partners turn to for any aspect of their value chains—and find solutions together.”

Gerald Hofer
Chief Executive Officer
at KNAPP since 1995

What are the current trends in the logistics sector?

Globally, we are observing 3 major trends: One has to do with an increasing demand for higher degrees of automation across all sectors and goods. Some customers even opt for **full automation**. This, in particular, is due to labor shortages and applies to the highly developed markets in which we are typically active. The key to this **mission: zero touch**, as we like to call it, meaning high to full automation, is integrating processes and software across all phases of the value chain. This is where the second trend comes into play: data. More specifically, we deal with the question of how to **collect and use data intelligently** to not only operate systems, but entire value chains in the best possible way. Our integrated solutions are a perfect blend of mechatronics and software and help us collect a broad range of data. We share all this data with our customers, but also use it ourselves for system maintenance purposes. The third trend revolves around **security**. This includes issues pertaining to data security and IT security, as well as investment security and the ability to upgrade systems and processes. Especially in this area, we see that those longstanding partnerships, which make up the majority of our customer relationships, have proven to be more successful. These companies are better able to deal with challenges because they can always consult with us. Currently, however, we are also seeing the opposite trend: Purchasing and integrating only individual technologies in order to remain independent. This may sound tempting, but reality shows that this approach ultimately results in

even greater dependencies because the interfaces inevitably become more complex when a larger number of consultants are involved.

To keep up with all these trends, we must be willing to take new paths with courage and an **innovative spirit**. This is what our customers expect, and rightfully so. Innovation is part of our company's DNA and our focus now more than ever.

One size doesn't fit all is a motto that has shaped us. What's behind this aspiration to offer customized solutions in all sizes?

This approach is strongly linked to our **strategic focus** on defined core business areas: We specialize in fully integrated solutions for sectors, such as health, fashion and textile, food retail, retail, cosmetics and lifestyle, electronics, books and tools retail, plumbing equipment as well as production and similar businesses. We also cover all channels from online retail and store delivery to omnichannel, micro fulfillment or point of sales automation. We pool this diverse industry expertise in our business units **Healthcare, Fashion, Retail and Lifestyle, Food Retail, Industry and Wholesale**.

Because we cater to a wide range of industries and application scenarios, our automation solutions also vary greatly. This concerns not only the performance requirements, but also the goods that must be handled. The volumes an online retailer must be able to process during cyber week, for instance, are quite different from those of a small and medium-sized production facility. It is

precisely this broad variety of activities we enjoy, and our customers benefit from the experience we have gathered as an automation partner in the various sectors.

We celebrate the greatest success with partners with whom we have implemented **projects of various sizes** through the years, in different phases of their value chain.

Often, these success stories start out with a single measurement device or a software solution for a manual warehouse and later culminate in a large automated distribution center. It fills me with pride that so many companies have put their trust in us for small matters right up to large, fully integrated systems, generating many advantages for their businesses. This is precisely **our mission**: We want to be the first point of contact for our partners in any demands on their value chain and find the best solutions together. We have learned that it makes an enormous difference when we implement solutions in collaboration with our customers, no matter the business area. You begin to grow together and build a foundation of deep, mutual trust, like in any good relationship. This creates stability and balance, leading to improvements on both sides and ultimately resulting in better outcomes overall. To this end, our *one size doesn't fit all* approach is vital, which is why we don't offer one-size solutions, but rather an entire spectrum of solutions.



As a value chain tech partner, part of our promise to our customers is to offer the broadest product portfolio in the market. Why have we chosen this path and what are the advantages for our customers?

It has to do with our design philosophy of **process-oriented thinking**. This means, first we want to understand the unique selling point of a company's business model. We then model the processes and only in the final step, do we select the right technologies for their automation solution. Our **experience from the past 25–30 years** has shown us that no two business cases are ever alike. The differences always lie in the processes, not in the technology. That's why it's so important for us to understand the processes and to generate the right set of data to optimally run and service an installation over many years. Our broad product portfolio is a means to an end so we can optimally implement our **design philosophy** and tailor every solution to the needs of our customers.

Innovation has priority at KNAPP: What are the latest technology and solution highlights?

The massive expansion of our logistics portfolio is definitely remarkable because we are now able to meet all requirements and serve all performance classes **from pallets to single items**. We have expanded our shuttle systems by faster lift systems and deep-freeze applications. What's more, with AeroBot, we have launched a **brand-new robot storage system** for low to medium performance requirements. As for **single item handling**, we are taking new, revolutionary steps with new tech-

nology, while at the same time enhancing our portfolio by **pallet stacker cranes**. We have now greatly expanded our range of **pallet solutions** in general, comprising stacker cranes, AMRs, conveyor systems and palletizing/depalletizing solutions.

When it comes to **high-performance sorters**, we have strongly expanded our competences and worked on further developments: Our **AutoPocket sorter pocket opens automatically**, allowing us to implement even higher performance classes. As for cross belt sorters for flat-packet goods, we offer a complete portfolio including references, which gives us a strong presence in the market.

We also focus heavily on the **healthcare sector**, especially with applications for maintenance medication. Here, we have developed different concepts for North America and Europe, which is necessary as they have fundamentally different legal frameworks for distributing medicines. In the US, we have already launched our first **pill dispensing** solutions. What's remarkable is the fact that we can now automate slow, medium and fast-moving medicines in a single process using end-to-end software. That is unprecedented. For the European market, we have developed a fully automatic **blister solution** that assembles weekly blister cards for patients. This solution also helps us solve issues such as fully integrated replenishment. What's more, in the UK, Benelux and Scandinavian countries, we have implemented **direct2patient solutions**. All these efforts are moving us forward in being a reliable value chain tech partner for the healthcare sector.

Our **Delivery Solution** is an absolute game-changer for e-commerce and the **last mile in logistics**. Again, we start by focusing on the processes and then transform logistics from a push to a pull system. This means, we look at the consumer and their demands: When can they receive a delivery? What is the traffic situation in the delivery area? Based on different parameters, we carry out **reverse planning** to determine the best moment for starting orders in the warehouse. Consequently, the system is optimally utilized while consumers have a more satisfactory and convenient experience. Plus, the sustainable effects are definitely worth noting, such as higher efficiency in vehicle loading, which in turn results in lower traffic volumes.

Artificial intelligence plays a central role in our solutions. With **KNAPP Brain** we have our own network that we train specifically for the demands in the logistics sector. AI is an important tool for us as we use it to generate added value and optimize for the sweet spot of every system. We use AI for dynamic order start and slotting, for example, to efficiently organize the goods in the warehouse based on their turnover rate and bring about cost benefits for the operating companies.

These are just some of our innovations that show how we strengthen our position in the market using technological progress, **intelligent process optimizations** and add significant value to our customers' businesses.



“Our goal is to understand the USP of a business model and to translate it into suitable processes. Technology is only a means to an end.”

Franz Mathi
Chief Operating Officer
at KNAPP since 1999



“Our customers place their trust in us every year. In return, we invest around 180 million euros in innovation and internationalization efforts.”

Christian Grabner
Chief Financial Officer
at KNAPP since 2006

The world can look back on a very challenging year. How would you sum up the past fiscal year for the KNAPP group?

We are very pleased that countless **existing customers and new customers** have placed their trust in us over the past fiscal year, rewarding us with orders worth over **2 billion euros**. In addition, we succeeded in increasing our profitability. This is significant in various ways: It puts us in a position in which we can continue to keep our promise to be a reliable, stable and, above all, independent partner for the long run. Moreover, it allows us to invest the money we've earned in our broad technological product range as well as in the expansion and development of our local representations so we can be even closer to our customers and their needs. All in all, we've invested around **100 million euros** in innovations and roughly **80 million euros in infrastructure, IT and organization**. We've planned investments of similar volumes for this year. I think in times like these, a company can pride itself on being profitable. This shows us that despite all the challenges in the project business, we are on the right track. Overall, it's fair to say that the past fiscal year was indeed quite challenging, but we managed to rise to these challenges thanks to **our customers' trust** and our stable organization. Altogether, we see it as a positive sign that we deliver not only when the economy is doing well, but also when times are rough.

What is our company's position to overcome current and future challenges?

Let's not sugarcoat things. We are faced with a generally tense economic situation and the associated discussions around tariffs, exchange rate fluctuations and so forth. However, thanks to KNAPP's **international structure** as a group and the aforementioned investments in our organization, we are able to respond to changes quickly. I may be so bold as to say: If there is anyone who can implement projects of all sizes on an international level, it's us. Globally, we have significantly expanded our various technical competencies, specifically in customer service, where we have 2,000 employees working in all disciplines to ensure the long-term performance of our customers' installations. We have subsidiaries all over the world. In the US, for instance, 1,000 employees work for KNAPP. In Latin America, we are represented in Brazil, Peru, Chile, Mexico and Argentina, while our Australian location has expanded considerably as well. With all these measures, we can give our customers a sense of security which lets them know that with us, they have a partner who can **implement projects worldwide** and who is by their side for many years to come. During COVID-19, we were one of the few companies that managed to maintain their ability to deliver. Today, we are also positioned in a way that we can act flexibly and globally.

But that's not all. We intend to expand our horizons as a company even more. As mentioned above, we **are enhancing our technology portfolio significantly**. Originally, we started out in the high and medium-performance segment where we have strongly enhanced and further developed our shuttle solu-

tions such as Evo Shuttle 2D. In order to offer more flexibility, we are now entering the lower performance classes, offering high storage capacities and flexibility with the AeroBot up to entry-level solutions entailing robotics as produced by our subsidiary NOYES. It's fair to say that, as a group of companies, KNAPP stands for a full range of solutions: from simple entry-level solutions for businesses wanting to take their first steps in automation to highly complex fulfillment centers, in which more than 2 million order lines are processed daily. Additionally, we are investing in **cooperation with selected integration partners** involved in material handling equipment and software so that we can offer our technologies to even more companies.

In conclusion, we've chosen *rise to new dimensions* as our motto for good reason. Even though the circumstances are difficult, we are hungry, motivated and have big plans. We want to offer our customers the best we have for their growth as well as ours. From an organizational point of view, we are well-prepared to meet every demand. In addition, quality is particularly important to us—we are well aware that we have to do our homework before the next economic growth spurt, and we have some fine-tuning in certain areas ahead of us. We know we can achieve this thanks to our corporate culture, which emphasizes close relationships with our customers, the commitment to work on projects and to rise to challenges including the motivation to help our customers become more successful.





“We do more than just deliver equipment. We pour our entire expertise and experience into each system.”

Heimo Robosch
Executive Vice President
at KNAPP since 2001

Quality is a key promise to our customers. How can we ensure quality throughout the project phases, from design to live operation?

Heimo Robosch: In order to keep promises, we need to understand the task at hand. For new projects, our teams thoroughly analyze the requirements together with our customers to ensure that we find the right solution. As for successive projects, a designated team supports our customers to maintain the established trust and know-how.

In the **design phase**, we work out the best solution for every requirement thanks to our wide product portfolio. This also means that our customers don't need to make compromises, let alone adapt their requirements to fit certain product specifications.

At the same time, our focus on defined target sectors and the resulting experience allow us to offer **highly standardized solutions**. This reduces the risk for our customers, makes maintenance easier and increases availability, while facilitating smoother operation of the system.

For me, **communication** is the key to success. Our project teams communicate openly and respectfully. In doing so, we not only challenge ourselves, but also the customer, at times we may have even come across as difficult. That's definitely not our intention, but we see it as our duty to share our vast experience with each customer—and deliver more than just a *piece of equipment*.

During **project implementation**, we set up core teams comprising local colleagues and colleagues from headquarters. This provides our customers with a wide range of expertise from the KNAPP group and allows us to overcome any situation with the right know-how. Digital twins and AI-powered analysis tools provide optimal support during startup and booting of the installation.

However, our work is far from done at this stage of the game. Our systems are designed to provide **investment security** for years and decades to come, adapting to new requirements in a business model, if needed. Our financial stability paired with our innovative spirit and a strong focus on long-term service enable us to work closely with our customers and provide support in a changing market environment or in fulfilling new legal standards.



“Our goal is to exceed our customers' expectations. This is what drives us to give our best, every single day.”


Bernhard Rottenbücher
Executive Vice President
at KNAPP since 1997

Customer centricity is more than just a buzzword for us. What is the key to collaboration with our customers?

Bernhard Rottenbücher: An essential part of our philosophy is our **strong emphasis on the needs and success of our customers**, in short, customer centricity, as it places our partners at the center of our business activities as well as the underlying goal of helping our customers become more successful in the long run.

In doing so, our understanding of a partnership goes beyond a mere business connection. It's based on **mutual trust** and **sharing similar values**. This is only possible with open and respectful communication. Such communication results in a deep understanding of the challenges and business models of our customers. It creates the foundation for establishing effective solution designs. What distinguishes us from other players in the market is our way of thinking, namely in terms of processes and overall systems instead of individual technologies. This allows us to provide our partners with the best solutions for their entire value chain.

With some of our business partners, we look back on decades of successful collaboration. The international Würth group, for example, partnered up with us in 2004 and Migros, one of Switzerland's largest food retailers, in 2012. Both business relationships build on the **shared idea of innovation**, which facilitates the development of flexible and future-oriented solutions. We are also the first point of contact when it comes to expansion and innovation processes due to changed market requirements, providing support even during challenging times. Our approach and regular communication result in unique solutions. These solutions open up new horizons for our customers, leading to **sustained growth and progress** and ultimately new heights of success. We can only actively shape the future of logistics in a collaborative effort.



Watch the
[Video here.](#)

rise to new dimensions

Discover our world of technologies and solutions—and see how we drive the world with innovation.

02

COMPANY



CONTROLLING BODIES

The Supervisory Board

Hofrat Dr. Herbert Knapp
Chairman

Univ.-Prof. Dipl.-Ing. Dr. Günter Knapp
Deputy Chairman

Dr. Martin Bartenstein
Mag. Helmut Grienschgl
Sigrid Hofmann
Dipl.-Ing. Sonja Knapp
Mag. Tanja Knapp
Mag. Friedrich Möstl
Univ.-Prof. Dr. Gunter Nitsche
Dr. Peter Wenger

Works Council Delegates

Mag. Stefan Bretterklieber
Dipl.-Ing. Sandra Hofmann
Franz Maierhofer
Ing. Alexander Muzyczka
Mag. Christine Plisnier

The Managing Board

Gerald Hofer, MBA
Chief Executive Officer

Dipl.-Ing. Franz Mathi
Chief Operating Officer

MMag. Dipl.-Ing. Dr. Christian Grabner
Chief Financial Officer

The Executive Committee

Heimo Robosch
Executive Vice President

Ing. Bernhard Rottenbücher
Executive Vice President

SUPERVISORY BOARD REPORT

Dear partners of the KNAPP AG,
dear colleagues,

Our current fiscal year was again characterized by challenges and uncertainties. Global fluctuations are so fast-moving that it is nearly impossible to make reliable predictions about the future of politics and the markets have understandably intensified the trepidation felt by many market participants in recent times. Although the European Union has signaled an interest in reducing the level of bureaucracy associated with stringent legal requirements in certain areas, these requirements continue to necessitate significant resources. Considering this volatile environment and changing market situation, we are both grateful and proud to have once again been able to make an important contribution to our customers' satisfaction and success, to achieve an extraordinarily good result and to increase the value of the company.

As for the activities of the previous fiscal year, the purchase of additional property and buildings represents another important landmark in the development of our infrastructure. The successful

completion of our expanded company cafeteria and childcare facilities have raised their capacities significantly, making a valuable contribution to the satisfaction of our employees.

In the past fiscal year, the Supervisory Board performed all its duties as set forth by law and by the articles of association, advised the Managing Board on a regular basis regarding corporate affairs and monitored its activities. The Managing Board provided information regularly, promptly and comprehensively to the Supervisory Board on the financial position and development of the company as well as on important business cases.

The Supervisory Board conducted five sessions in fiscal year 2024/25, in which the members of the Managing Board reported on the strategy and developments in their divisions as well as on the other companies in the group. The Supervisory Board passed resolutions pertaining to current topics.

The Annual Report and the Group Financial Statements of the KNAPP AG for the

period ending March 31, 2025 were audited and issued with an unqualified audit opinion by PriceWaterhouseCoopers Steiermark Wirtschaftsprüfung und Steuerberatung GmbH. It was furthermore determined that the Management Report of the Managing Board is compatible with the Group Financial Statements.

The Supervisory Board has thoroughly examined all documents for the annual financial statements, reviewed them with the auditor and approved them in their present form. Regarding the use of the profits, the Supervisory Board endorsed the proposal made by the Managing Board.

The Supervisory Board would like to thank all business partners for their trust and all employees for their hard work in overcoming the challenges of the fiscal year 2024/25.

Hart bei Graz, June 2025

Herbert Knapp
Chairman



KNAPP AT A GLANCE

Reporting date: March 31, 2025



Headquarters

Austria
Hart bei Graz

1952
founded



3,877
installations of
KNAPP group worldwide

54
subsidiaries*
and sales partners

11
production locations

102 million EUR
investment in research
and development
4.5 % of turnover



1.98 billion EUR
turnover
in fiscal year
2024/25



Core industries



Fashion



Food Retail



Healthcare



Industry



Retail



Wholesale

* 49 subsidiaries: companies with own legal form including shares; may involve several locations.

Employees

8,330
worldwide



4,306 in Austria



2,113 in Software



2,645 in Customer Service



of which
1,385 Resident Engineers

Responsibility

110
children in
the KNAPP-Kinderwelt
childcare center



175
apprentices
in training
KNAPP group

1,114 MWh
electricity generated in house
Hart bei Graz location

Certifications

ISO 9001
Quality
Management

ISO 45001
Occupational
Health and Safety

ISO 14001
Environmental
Management

ISO 27001
Information
Security

Find out
more about
our
**corporate
culture.**

Watch the
[Video here.](#)

Franz Mathi, COO

talks about how we transform
processes into tailored solutions,
ensuring the success of our
customers.

03

VALUE CHAIN STORIES



ONE SIZE FITS ALL?

New dimensions in efficiency, flexibility and creativity

The world is changing. In ancient times, the Greek philosopher Heraclitus famously stated that the only constant in the universe is change, which rings true now more than ever. Businesses feel the need to adapt to new trends and requirements faster and faster—and to find adequate solutions. This is where we, as value chain tech partner, can jump in, transforming challenges into competitive advantages. We believe that one size doesn't fit all: In order to surpass business goals, and not just achieve them, logistics processes and automation need to be perfectly geared to each other.

Solutions as varied as our customers

Every business model and every customer is unique in terms of their requirements. This is why each automated system has its own DNA, with a system design based on different sets of parameters—ranging from aspects such as scalability, flexibility, performance, the items a system will process to omnichannel requirements and the need for personnel. We successfully cater to this variety, drawing on the broadest portfolio in the market for designing our solutions. This gives us the necessary tools to create tailored logistics solutions that meet our customers' requirements, simplifying their processes and enhancing efficiency.

“Our aim is to translate a company's business model and value proposition into logistics processes.”

Heimo Robosch
Executive Vice President
KNAPP

OMNICHANNEL FULFILLMENT

Changing consumer behavior fuels omnichannel fulfillment

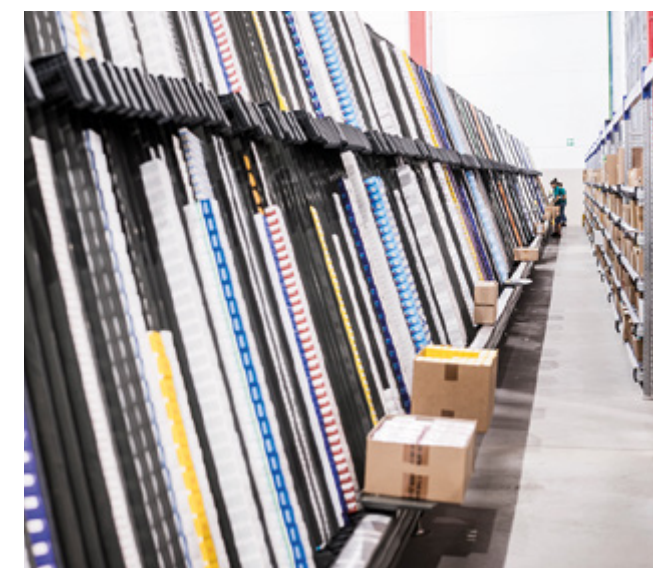
Consumers have come to prefer comfortable, flexible shopping opportunities with a seamless transition between online and offline channels as basis for a memorable experience in an increasing number of sectors.

Online orders, pickup in store, easy returns, delivery on a set date, eco-friendly packaging and delivery of ordered goods in one package: For companies who want to offer an omnichannel experience, this also means focusing on omnichannel strategies in their logistics. The trend is moving increasingly from a push operation to a pull operation in which end consumers trigger the logistics chain.

In this sense, it's important not only to handle complex processes, but also to implement them as simply and cost-effectively as possible.

“We found what we were looking for in the KNAPP solution: reliable, flexible precision automation.”

Maria Assunta Sgrò
Director Operations Pharma
Hippocrates

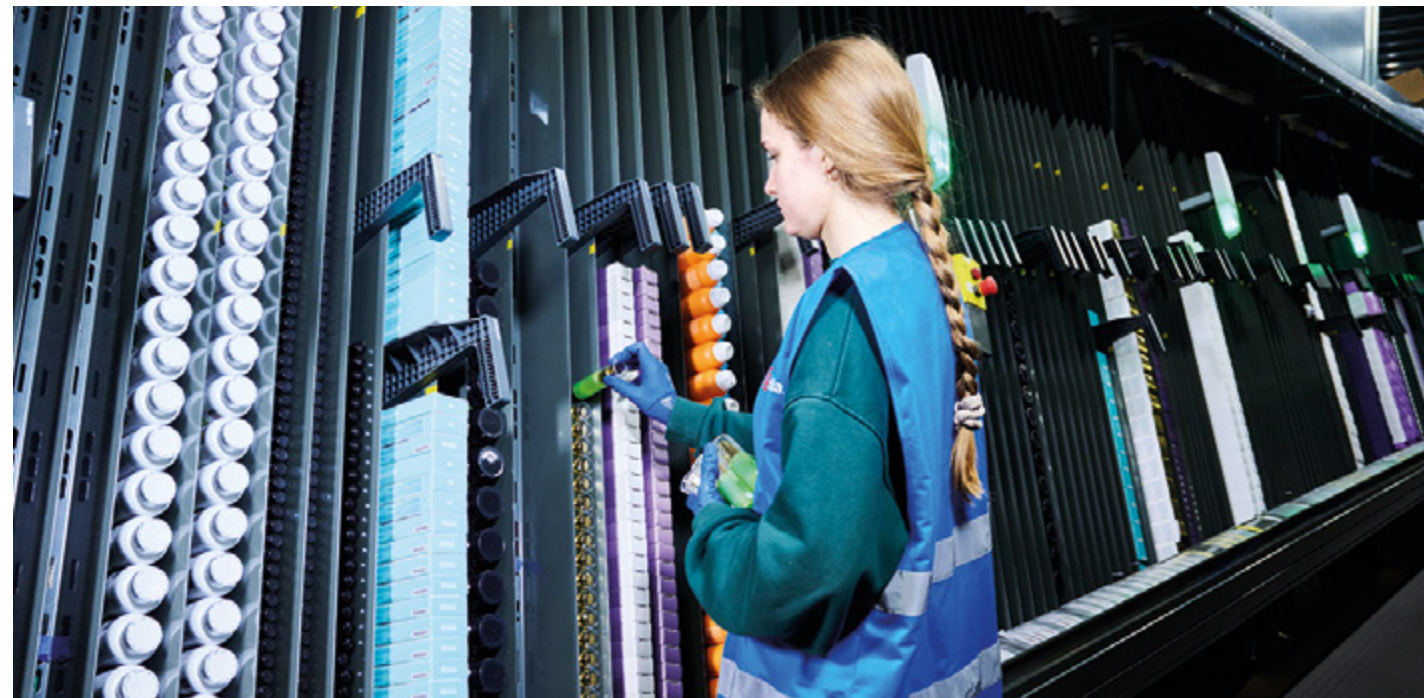


HIPPOCRATES

Omnichannel distribution in pharmaceutical wholesale

Hippocrates, a leading pharmaceutical wholesaler and operator running their own pharmacy platform in Northern Italy, integrated traditional pharmaceutical wholesale business with online pharmacy business in their distribution strategy from the very start. The combination of B2B and B2C deliveries creates extremely different order structures and is one of the challenges, just as the consolidation of significant volumes of cross-docking items. We designed and built an automation solution using our technologies that not only elegantly fulfilled the requirements for the e-commerce business but would also be fit for the company's ambitious plans for growth, featuring the Evo Shuttle, ergonomic Pick-it-Easy goods-to-person work stations and our Central Belt System with SDA ejectors for fast-moving items.

MODULARITY AND SCALABILITY



Rising pressure: At ease with modular systems

Consumers expect ever-faster deliveries and high product availability. This means companies need to stay as flexible as possible in order to respond to changes in the market. Modular concepts really make the grade in periods of peak demand or seasonal fluctuations. The scalability of a logistics system plays a decisive role, allowing companies to plan for future growth and giving them flexibility in their processes for changing business models. This often results in a series of different expansion stages, which are implemented gradually.

Cost pressure is another factor we work hard to minimize using intelligent, highly optimized systems. Maximum utilization of the available space, optimal resource planning and artificial intelligence for the continuous improvement of individual processes are examples of how our customers can operate as cost-efficiently as possible.

“Working with KNAPP and Radial felt like a family project. We were aligned with the same vision, goals and mindset.”

Mark Wilkinson
Director of Operations for EMEA
dōTERRA

RADIAL x dōTERRA

High-performance picking takes the edge off

dōTERRA is at home in the world of essential oils and uses third-party logistics services (3PL) from RADIAL Europe, who operate a warehouse featuring high-performance picking for dōTERRA in Poland. In addition to performance, both scalability and modularity took the highest priority in this cooperation for the online cosmetics business. More than 23,000 orders per day are processed and shipped to end customers around the world.

Especially the fast-mover picking machine (SDA) mitigated the immense pressure for higher performance with remarkable results: higher throughput, a 20-fold increase in productivity, simplified warehouse processes, fewer errors—and satisfied employees.



FOCUS ON QUALITY

Food logistics: Why quality counts

The demand for quality has a long history, stretching back to the time of ancient Rome. The term *quality* was first coined by Cicero in the Latin word *qualis*, which means *of what kind*. Quality still plays a central role and remains one of the challenges that companies focus on deeply today.

In our sector, quality means providing a multitude of orders as quickly as possible and handling all the items without errors. High-quality fresh foods are essential in food retail, where consumers insist upon freshness and quality, and rightly so. These aspects directly influence their level of satisfaction. When ordering online, consumers also want to draw on the full range of products in the truest sense of the word, from all temperature zones, even at peak times. After the order is prepared, maximum flexibility for the last mile comes into play, with many options available, such as delivery to their home or a nearby pickup point or curbside pickup at a store.

At KNAPP we have the perfect answer for all these demands: the E-Grocer MFC (Micro Fulfillment Center).

“Micro fulfillment is a real game changer for us. It’s provided us with incomparable speed and accuracy in order processing.”

Amanda Bardwell
Chief Executive Officer & Managing Director
Woolworths



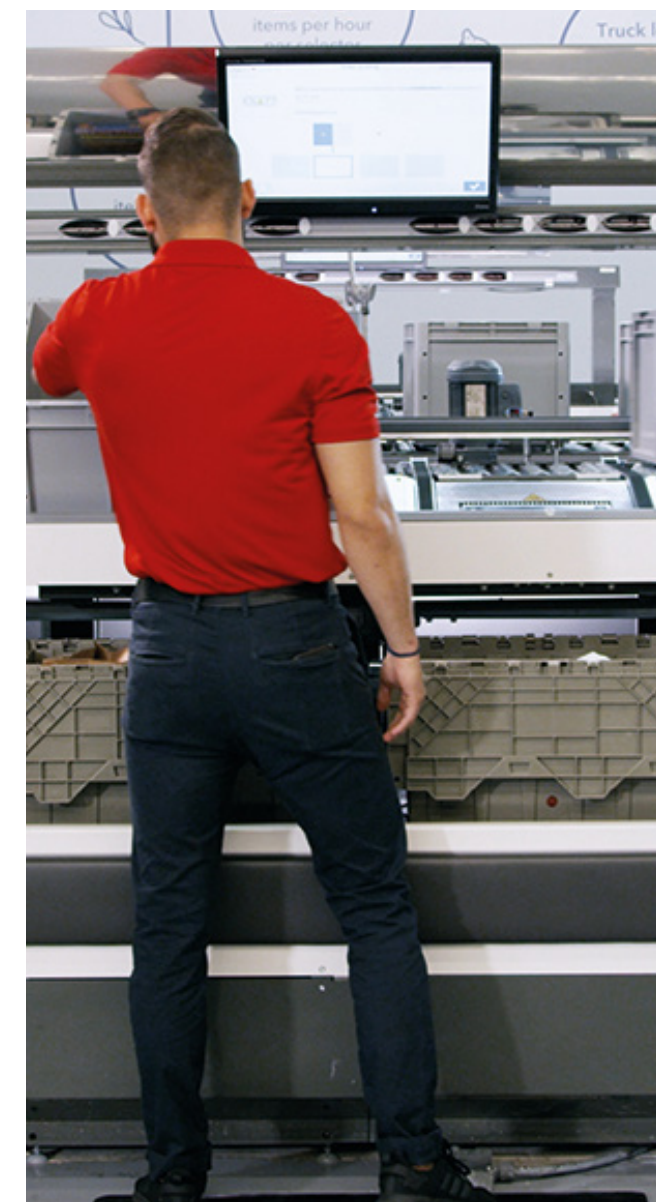
WOOLWORTHS

Precision and quality thanks to MFC

Woolworths was the first food retailer in Australia to use an automated MFC by KNAPP. Since then, the supermarket has integrated 6 further MFCs into their food retail network. Our proven technologies provide top performance and rapid, error-free order fulfillment. This leads to higher throughputs with more orders being prepared rapidly, picked into containers or paper or plastic bags.

Additionally, our long-term partner Woolworths profits from the increased capacity provided by the MFCs. To ensure smooth operation round-the-clock for the MFC systems, our Multi-Site Control Center (MSCC) has their back: Our service experts provide professional care for the entire MFC network at Woolworths 24/7. Continuous system monitoring prevents incidents long before they impact operation.

Thanks to our solution, Woolworths processes 5 times more orders per MFC compared to conventional online stores that use manual picking. Consumers benefit from short delivery times and are happy to return to Woolworths.





POWERING CHANGE WITH INNOVATION

A passion for creative new solutions

We live in a time in which efficiency and sustainability shape the market, which means companies are faced with ever greater challenges. How can we optimize warehousing processes, accelerate our supply chains and reliably monitor our machinery? With continuous innovation and our passionate approach, we are shaping the future of logistics, delivering answers to these questions. Our solutions are designed to allow you to master the challenges of today and to capitalize on the opportunities of tomorrow. Let's take a closer look at 3 areas where our approach shines.

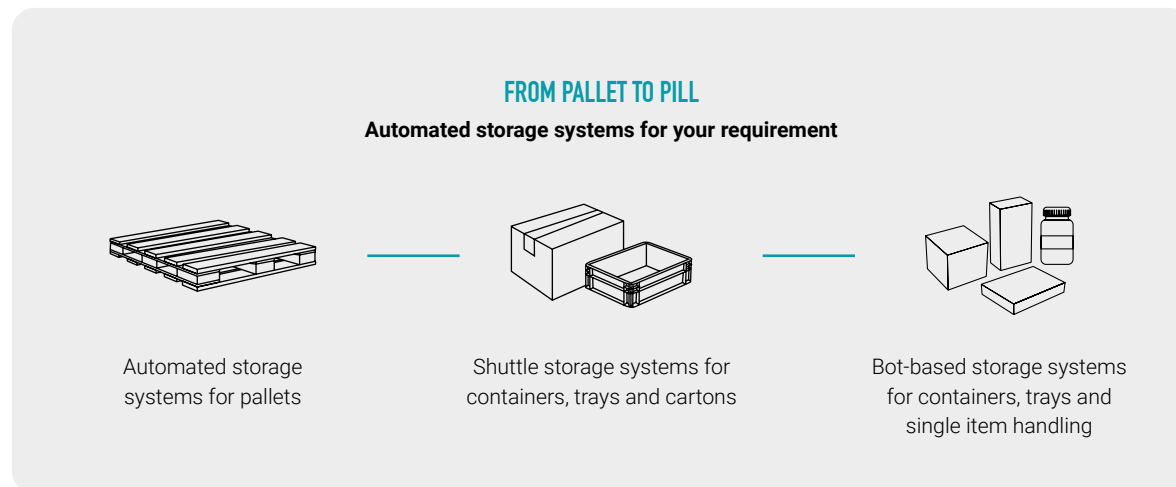
STORAGE TECHNOLOGIES

Shuttles and bots boost portfolio

It doesn't matter if you are taking your first steps in automation, expanding your existing fulfillment center or redesigning complex processes—our goal is always to increase your competitiveness.

With our *you name it, we store it* approach, we offer the broadest portfolio of storage technologies on the market, always adapted to meet your needs.

Why? Different items, processes and market conditions call for one-of-a-kind system designs to fulfill varying requirements most efficiently. We always focus on understanding where our customers generate their added value to deliver suitable solutions that meet these requirements.



AeroBot: New dimensions in storage technology

AeroBot is the newest member of KNAPP's range of automated storage and retrieval systems. This system is ideal for jump-starting the automation of your warehouse or for expanding existing logistics systems. The centerpiece of the AeroBot system are the AeroBots themselves, autonomous mobile robots that can move on the floor, climb up the racks to store and retrieve containers and then bring them to their destination, such as a work station. This simple yet efficient storage and picking solution is ideal for applications in e-commerce, micro and omnichannel fulfillment, or for manufacturing and industrial applications. The system maximizes storage density, which is particularly important as warehousing space has become more scarce and much more expensive. Speaking of maximizing storage density, AeroBot can adapt flexibly to your building's dimensions and structural conditions, making it an ideal system for already-existing warehouses.

The Aerobot was first presented to a global audience at the leading Logistics Trade Fair LogiMAT in Stuttgart, immediately winning the coveted prize *Best Product of LogiMAT 2025*.



“Developing a product from the first idea to series production is extremely exciting, but also hard work. Seeing how the technology creates added value in real operation makes me very proud.”

Alexander Resch
Lead Product Developer
at KNAPP since 2011

LAST MILE



How KNAPP optimizes the last mile

From goods-in to goods-out—the natural horizon of intralogistics. But logistics doesn't stop there. It's all about last mile logistics, covering the last step of the supply chain from the distribution center to the end consumer. This is a crucial phase in the shipping process—and one that is not without hurdles. High costs, the need for flexible timing and urban factors such as traffic and environmental regulations make the last mile a complex and expensive step for companies. On top of that, consumers have come to expect faster, more flexible delivery options with seamless delivery tracking. All these demands require innovative solutions.

KiSoft Delivery Solution: Last-mile efficiency

With our new KiSoft Delivery Solution we have set out to create efficient last-mile logistics in all dimensions, ushering in a revolution in sustainability. The intelligent software solution makes it possible to dynamically plan and smoothly manage transport logistics over the last mile, resulting in optimal vehicle utilization and significant CO₂ savings. By reducing the number of empty miles driven and using fewer trucks overall, Delivery Solution makes an important contribution to green logistics by helping companies lower their operating expenses while making transport more eco-friendly.

BEST PRACTICE

Strong start for a Spanish retailer

The new KiSoft Delivery Solution has already revolutionized delivery processes of a large Spanish retailer. Integrating the new software has allowed the retailer to deliver groceries in the greater Madrid area faster and more efficiently. Before KiSoft Delivery Solution, the company ran 2 deliveries a day. Now, shipments go out every 30 minutes, minimizing the delivery window from 12 to just 6 hours. Thanks to precision forecasting, the company also reduced the number of shipping docks needed from 50 to 20. Another huge plus KiSoft Delivery Solution offers, is more efficient use of the vehicle fleet, with 25 percent fewer vehicles on the road every day. These improvements have significantly saved costs and time for the company while simultaneously boosting customer satisfaction.

Advantages of the solution

Deliveries every 30 minutes

25 % fewer vehicles

Delivery window: 6 hours instead of 12

Saves costs and time

Shipping docks: 20 instead of 50

MAINTENANCE

Intelligent maintenance management with Condition Monitoring

What if you knew today that a component in your system needed replacement in 2 weeks—and not just based on the manufacturer's recommendation or a predetermined maintenance schedule, but based on a data-driven evaluation of the component's actual status? Our *smart maintenance strategy* makes it possible.

The smart maintenance strategy at KNAPP Customer Service includes 3 areas:

- Condition Monitoring
- Smart spare parts management
- Resident Engineers and KiSoft CMMS

With Condition Monitoring, data is collected from KNAPP systems and saved in the KNAPP cloud. This data is used to evaluate the condition of your system. If replacements are necessary, KiSoft CMMS, our maintenance management tool, automatically creates an inspection task for your KNAPP Resident Engineers or service technicians. It also determines the most convenient maintenance window based on the data, while considering the current and future capacity utilization of your system. Furthermore, smart maintenance includes intelligent spare parts management. This significantly decreases ongoing costs for servicing and spare parts since components are only replaced as needed.



Would you like to dive even deeper into our world of technologies? Find more examples of how we drive innovation to move the world.



DRIVING DIGITAL TRANSFORMATION

Automation as a pillar of modern corporate strategy

Digital transformation is much more than just a trend—it's an essential part of corporate strategy in many industries. Automation and the digitalization it requires are a hallmark of today's value chains and enable companies to act more efficiently and competitively. However, digital transformation is anything but a walk in the park. The path to automation through digitalization is complex and making the leap requires a well-thought-out strategy along with strong partnerships. Let's take a look at how we contribute to our customers' digital transformation as a value chain tech partner and how automation becomes a strategic pillar of their logistics systems.

Automation as a strategic factor

Digital processes make the automation of manual processes possible. Automation not only increases efficiency, but also provides answers to the challenges our customers and society are currently facing:



SKILLED LABOR SHORTAGE

Automation does the heavy lifting for employees and allows companies to use resources efficiently.



COST OPTIMIZATION

Automation lowers operating expenses and minimizes potential for error.



FLEXIBILITY AND SCALABILITY

Companies can react more dynamically to changes in the market.



SUSTAINABILITY

Optimized logistics processes reduce emissions and the use of resources.

Strategic partnerships as the key to success

Digital transformation requires more than just technology. It's a continuous process that affects all areas of a company. For successful digital transformation, you need a reliable partner at your side. That's why we form long-term strategic partnerships—to understand our customers' businesses as well as their unique drivers, and to provide them with the best support possible.

Our role as a strategic partner:

- Ongoing support along the entire value chain
- Designing custom software and system solutions
- Providing innovative technologies and digital platforms
- Adapting to the level of automation each customer is ready to invest in
- Supporting the integration of solutions into existing systems
- Reliable service and continuous development



WALMART

Simplifying omnichannel fulfillment to just 5 steps

Walmart is a leading omnichannel retailer that uses cutting-edge technology and top industry expertise to help their customers save money and live better.

The mission

Skyrocketing demand in e-commerce makes maximizing supply chain efficiency increasingly important, so Walmart embarked on a mission to transform their value chain. The goal? To revolutionize Walmart's traditional distribution centers by minimizing the manual order fulfillment processes. How? By streamlining a 12-step process to just 5 steps.

Our solution

- 4 Next Generation Fulfillment Centers and one more in progress
- Customized shuttle solution for maximum storage capacity
- Tailor-made software solution centrally connecting all locations
- Simplified ergonomic processes for employees
- Right-size packaging

The result

50 %
increase in
productivity

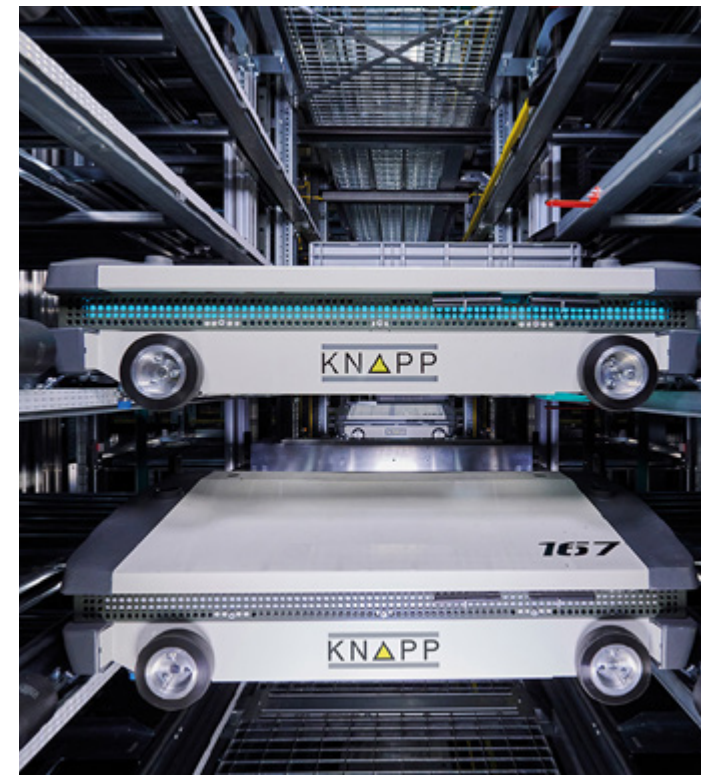
Optimized costs
thanks to perfectly
sized shipping cartons

95 %
market coverage
with fast deliveries

Increased
employee
satisfaction

“KNAPP helps us to deliver everyday low costs so that we can deliver everyday low prices for our customers.”

David Guggina
Chief eCommerce Officer
Walmart



ARVATO x DOUGLAS GROUP

Software excellence for smooth processes

As one of the leading third-party logistics providers (3PLs), Arvato uses innovative technologies to develop bespoke solutions for B2B and B2C customers. Working together, we have already implemented numerous systems for customers in tech, fashion, beauty and healthcare—with our focus always on the customer. This approach is exactly how we developed our automation solution for the DOUGLAS Group in Hamm, Germany.

The mission

Excellent software solutions are a must for ensuring intelligent, error-free warehouse processes and high customer satisfaction. That's why Arvato chose our warehouse logistics software, KiSoft, for the DOUGLAS Group.

Our solution

- Consistent workload throughout the warehouse system
- Seamless interaction between manual and automated areas
- Analysis of real-time data to visualize forecasts and trends
- Computerized maintenance management system for making maintenance decisions and managing spare parts
- Incident management with technical system visualization and task assignment

The result

| | |
|-----------------------|--------------------------|
| Shorter lead times | Simplified processes |
| Data-driven decisions | Visualized system status |
| System flexibility | High system availability |

“KNAPP’s KiSoft software is the brain of the system and ensures optimal system performance.”

Pedro Duran Garcia
Director Logistic Planning
Arvato



BIOGENA

Automated international distribution

Digitalization doesn't always have to be a major undertaking to have a major impact on business processes, and Biogena is living proof. Biogena is an Austrian healthcare company that produces and distributes dietary supplements for people in every stage of life. Their goal is to provide top-quality supplements while also using resources sparingly.

The mission

The products of this nutritional expert are now available in 75 countries. Biogena delivers directly to 50 of them. International delivery significantly increases the complexity of logistics processes and requires an innovative, powerful approach.

Our solution

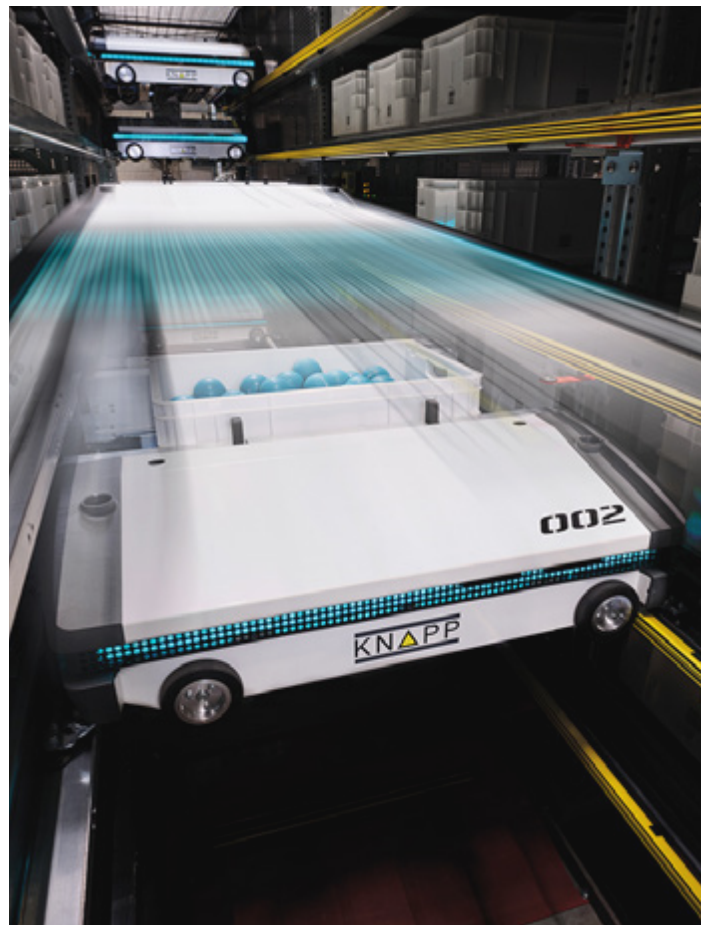
- Efficient, energy-saving order picking for B2B and B2C
- The KNAPP-Store, an innovative storage and retrieval system for processing single items
- Timely provision of orders for different forwarders
- Fully automatic picking of B2C orders, no matter what time of day

The result

| | |
|---------------------------------|--------------------------------|
| More flexibility | Lower error rates |
| Space-saving, efficient storage | Lot and serial number tracking |
| Efficient personnel allocation | Resource-friendly picking |

“We hope to use the KNAPP automation solution to master the increasing complexity of internationalization.”

Stefan Klinglmair
Chief Operations Officer
Biogena



CONCLUSION

Automation as key to future-proof systems

Our mission in digital transformation: As a value chain tech partner, we see ourselves responsible for the digital transformation of our customers. We assist companies in making the most of their potential for automation along the entire value chain. With custom solutions, innovative technologies and a clear view of the challenges the future holds, we shape the logistics of tomorrow, together.

**“Our focus lies on processes.
We connect all stages of the
value chain to generate optimal
data for our customers.”**

Franz Mathi
Chief Operating Officer
KNAPP

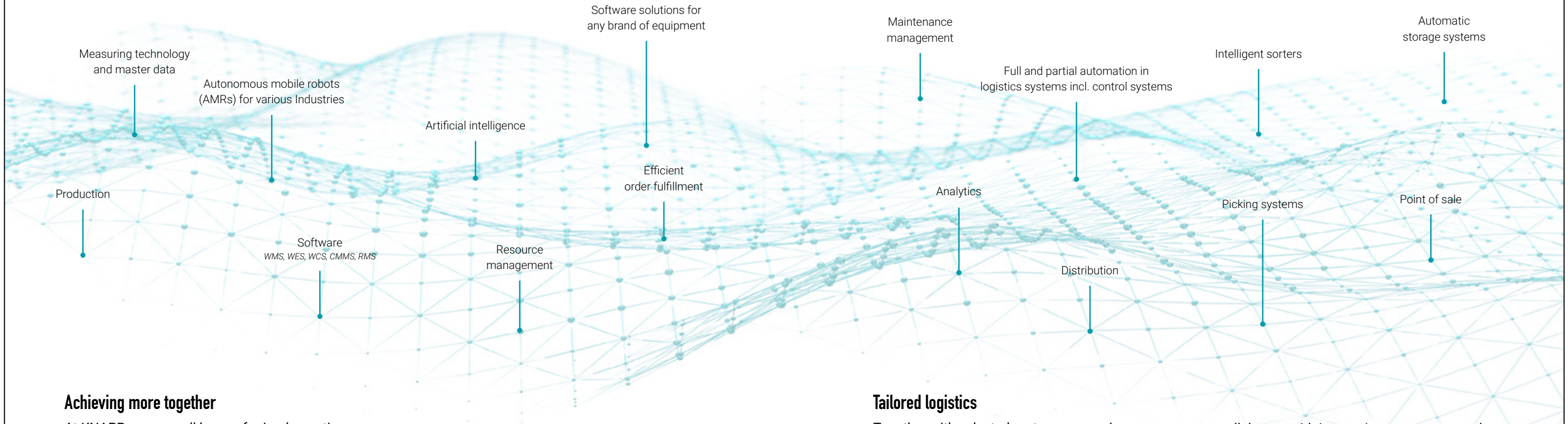


FRIENDS AND PARTNERS

New dimensions in partnership

Strong partnerships are at the very heart of our corporate philosophy at KNAPP. After all, there's good reason we call ourselves the value chain tech partner. For us, partnership means doing business together based on mutual trust and common values, as well as having the will to shape the world and applying the highest quality standards. At the core of each partnership is our desire for shared success and for the growth of everyone involved. In the following article, we'll take a look at 4 different types of partnerships and show how we discover new paths together, drive innovation and secure long-term success.

INTEGRATION PARTNERS



Achieving more together

At KNAPP, we are well known for implementing automated systems for companies in different industries and at different stages of the value chain. What's less widely known is that we have also been working with selected integration partners for over 10 years. These partners include a wide range of companies that roll out individual technologies such as our autonomous mobile robots—the Open Shuttles—to new industries and new applications, up to companies with whom we implement completely integrated automation projects all over the world. Our integration partners benefit from the power of our innovation and our expertise in designing and implementing automation projects.

Tailored logistics

Together with selected partner companies, we implement custom logistics systems in all shapes and sizes, from partial automation to the highest levels of automation. This approach offers numerous advantages, as Thomas Zilk explains, Head of System Design & Engineering in the Partner and Products Business Unit, responsible for managing the integration partnerships of the KNAPP group: *"Our partners have a deep understanding of special sectors and market segments, and we have the widest and most innovative tech portfolio on the market, along with decades of expertise in designing automated solutions."* Inspired by the idea that we're strong alone, but even stronger together,

we collaborate with integration partners to pool our expertise and provide our customers with the best results possible. This recipe for success has proven effective worldwide for many years, especially in the US and Europe.

What do we look for when we select and collaborate with a partner? What makes a partnership a perfect match? *"At KNAPP, we stand for strong values, open communication, innovation and the highest standards of quality and performance. These are also what we look for in our integration partners,"* says Sascha Seruga, Head of Sales, Partner and Products.

DCS x KNAPP

Joining forces for success

One such a perfect match is our partnership with the US company Designed Conveyor Systems (DCS). Based in Franklin, Tennessee, and founded in 1982, DCS is a leading integrator of complex material flow systems for international businesses in retail and logistics. The company provides independent, scalable solutions created with speed, resilience and growth in mind. In KNAPP, DCS has found a technology partner for designing, implementing, and providing long-term support for innovative automation projects for their customers. With their support, companies are set up for success in mastering current and future challenges along their supply chains. What makes this partnership special? *“Our partnership with KNAPP brings together the best technology, real industry know-how, and a shared focus on delivering results—earning trust from day one and helping our customers run stronger, faster and*

smarter,” says Matt Ferguson, President of DCS. Our shared success story started around 2 years ago when we were implementing an automated logistics system for Graco, a company specializing in injection molding machines for the paint industry. *“The chemistry between the teams was perfect. We clicked immediately,”* recalls Thomas Zilk, Head of System Design and Engineering, Partner & Products. The project was implemented to the customer’s utmost satisfaction. The solution includes a high-performance shuttle storage system, ergonomic workstations and a custom software solution. All components work together to make Graco’s distribution processes efficient. *“We’re currently working on several automation solutions, for example, with sorter technology, and we’re looking forward to many more projects with DCS in the future,”* says Sascha Seruga.

“Trust is our main focus. We want to build a strong team with our partners, and we believe in open communication and transparency.”

Sascha Seruga
Head of Sales
at KNAPP since 2015

“We share the same values, high quality standards and the goal of making our customers successful.”

Thomas Zilk
Head of System Design and Engineering
at KNAPP since 2014

PARTNER PROGRAM KISOFT CONNECT

KISOFT CONNECT

Empowering software partnerships

Software and digitalization are central parts of our corporate strategy. The KNAPP software universe consists of 2 product lines. Their applications depend on your individual business case: SAP® by KNAPP and our very own logistics software, KiSoft. More than 3,000 installations worldwide are running software solutions by KNAPP.

At KNAPP, we have our own team dedicated to advancing digital business models: the Software Solutions Business Unit. The KiSoft connect partner program was founded with the goal of

making KiSoft software available to even more companies and sectors regardless of their mechatronic equipment. *“With KiSoft connect, we’re targeting integrators specialized in software who are looking to expand their portfolio, as well as integrators looking to enter a new business area by adding software to their portfolio,”* explains Gudrun Werdefroy, Head of Sales and Business Development in the Software Solutions Business Unit. In autumn 2024, KiSoft connect made its public debut at 2 trade fairs.

PRODUCTS IN THE KISOFT CONNECT PROGRAM



WMS

Ideal solution for getting started with warehouse management systems



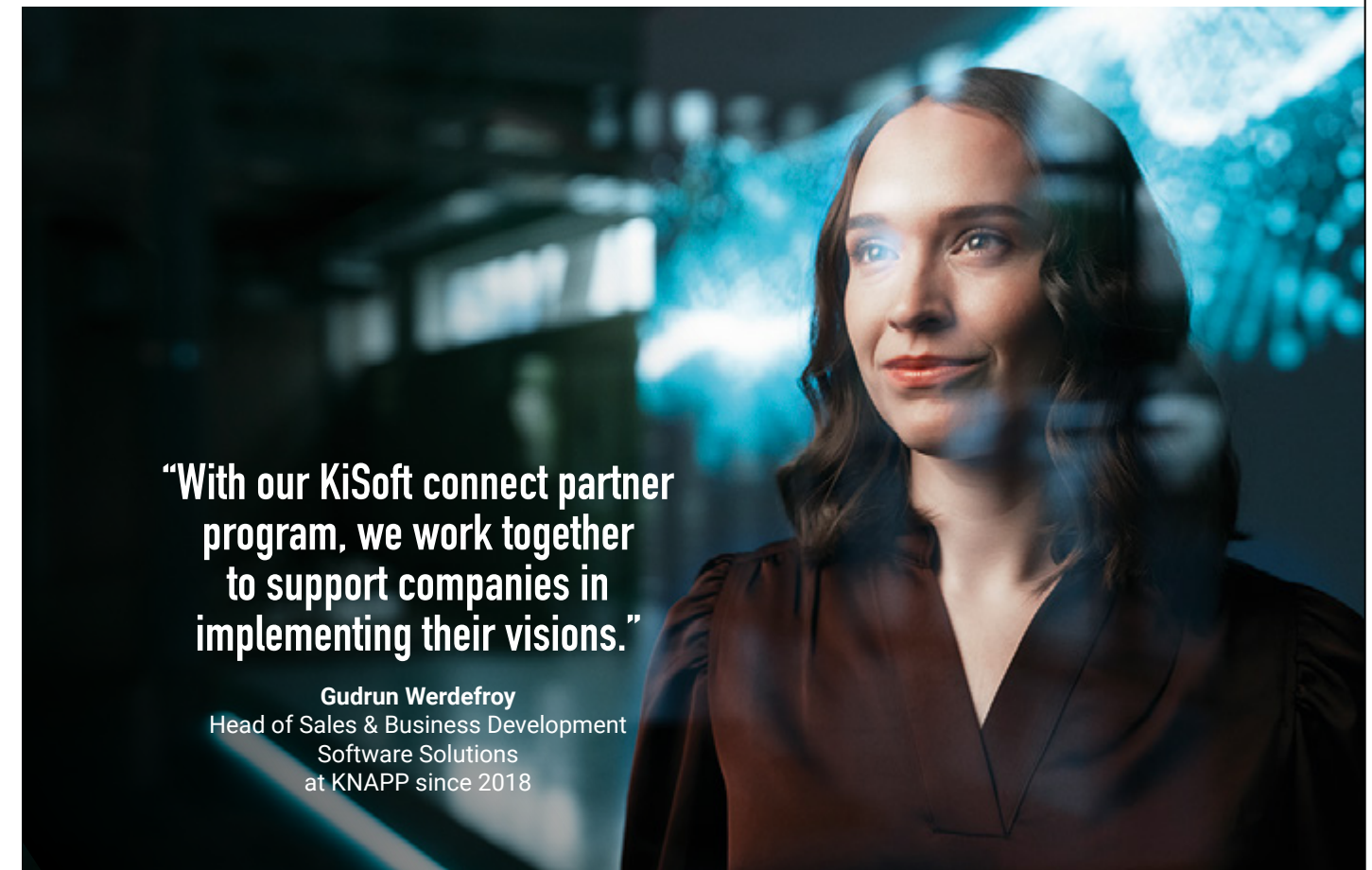
Resource and maintenance management

Continuous improvement and innovation of business processes



Analytics

Better decisions with a detailed data overview



“With our KiSoft connect partner program, we work together to support companies in implementing their visions.”

Gudrun Werdefroy
Head of Sales & Business Development
Software Solutions
at KNAPP since 2018

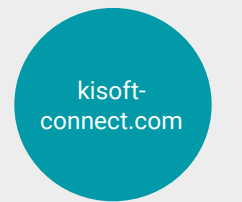
First partners on board

In the meantime, the program has achieved important milestones, such as the onboarding of our first partner company. Kypse, based in Panama, specializes in integrating warehouse management software. CEO Emily Rochas summarizes the pros of the KiSoft connect program: *“We’re an innovative company driven by ambition. KiSoft connect provides us with access to one of the most advanced logistics software solutions available today. With KNAPP as our value chain tech partner—continuously innovating and enhancing the development of new technologies—we’re empowered to focus entirely on delivering tailored, high-impact solutions to our customers.”* Though software products are a central part of the KiSoft connect program, there’s a lot more to it, as Gudrun Werdefroy indicates: *“Our main focus is*

empowering software partnerships. We developed our program based on this principle—working together as equals with the overall goal of making all of our partners successful.” That’s why, in addition to comprehensive onboarding and training for partner companies, KiSoft connect emphasizes community and actively promotes the exchange of ideas between partners.



Learn more about
KiSoft connect



DEVELOPMENT PARTNERSHIPS

GETRIEBEBAU NORD

From development partner to customer

We have been working with Getriebebau NORD for quite some time as a development partner for technological components. Drive systems by Getriebebau NORD are used in several of our products. When it was time to equip their new logistics hub with automated warehouse technology, Getriebebau NORD quickly opted for a solution by KNAPP. Our development partner became a customer. What makes this case unique? The Evo Shuttle automated small parts warehouse integrated in the system uses Getriebebau NORD's very own drive systems.

Central supply from a highly automated logistics hub

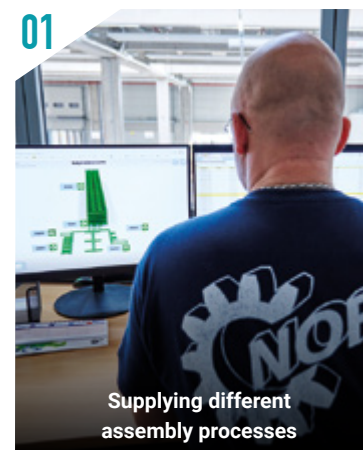
The Bargteheide location is the hub for the company's worldwide logistics, providing materials to all of Getriebebau NORD's subsidiaries. Changes in delivery structure and the increasing volume of small parts were pushing the existing processes and the existing pallet storage system to their limits. It was time for a new solution. After a thorough analysis, Getriebebau NORD decided on an automatic storage and retrieval system. The stars of the system are the Evo Shuttle and the KiSoft software, the latter of which controls and monitors all processes. KiSoft also provides an interface to Getriebebau NORD's in-house SAP® system.

ABOUT GETRIEBEBAU NORD

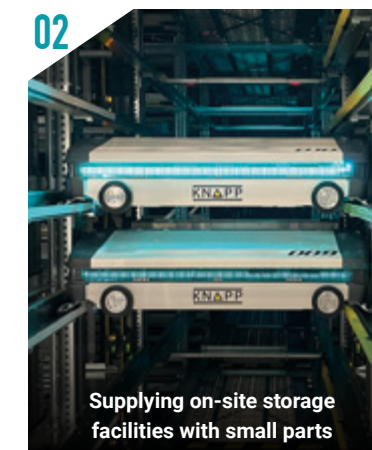
Getriebebau NORD has specialized in developing, producing and distributing drive systems since 1965 and is a leading provider of complete solutions worldwide. In addition to standard drive technologies, the company supplies concepts for specific applications as well as for special requirements and offers a broad range of products for many sectors. The family business owes their success in part to their employees, around 4,700 at a total of 48 subsidiaries, as well as additional sales partners. The headquarters in Bargteheide, Germany are home to the company's development, production and worldwide logistics.



The new logistics hub with Evo Shuttle takes care of 3 basic processes:



Supplying different assembly processes



Supplying on-site storage facilities with small parts



Supplying materials worldwide with goods-to-person pack stations

Advantages of the solution

Optimized utilization of space in the existing hall with different rack heights

Increased efficiency for supplying and distributing small parts on site

Optimized ergonomics and simplified workflows for employees

Complete overview and transparency of data with KiSoft

A partnership with a future

Partnership and mutual trust make joint projects a success. "In KNAPP, we see a flexible and international partner with whom we can take the logistics at our locations around the world to new dimensions in the long run," says Jörg Niermann, Head of Marketing at Getriebebau NORD. For example, NORD Electronic DRIVESYSTEMS in Aurich, Germany will also be utilizing our technology in the future. The manufacturer of electronic drive systems opted for our innovative robotic storage system, AeroBot, to automate their production supply. This marks another step in our ongoing partnership with NORD. We are proud to see our automation solutions optimize processes and provide long-term benefits.

STRATEGIC CUSTOMER PARTNERSHIPS

MIGROS

Side by side for 14 years

We're proud that over 70 percent of our customers are regulars with whom we enjoy partnerships of many years or even decades. During this time, mutual trust grows, along with knowledge and understanding of our customers' specific requirements. This builds the basis for long-term success.

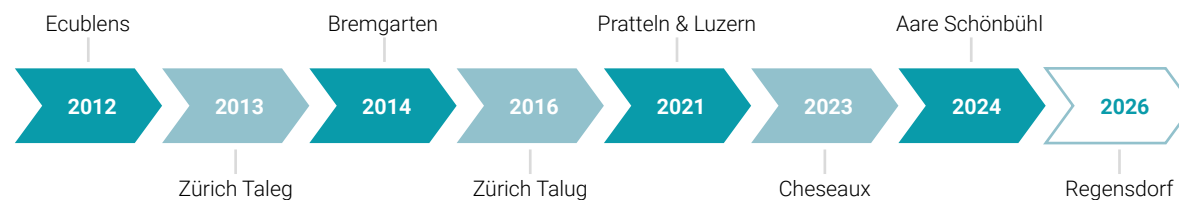
Food retail is one of our core sectors and we offer specialized automation solutions to meet its unique requirements, from store delivery to e-grocery, micro fulfillment, empties management and even last-mile delivery solutions. We share one very long food retail partnership with the Swiss cooperative Migros—working side by side for 14 years.

Shaping the future of food retail together

KNAPP solutions operate at 9 different Migros locations. They ensure that the shelves at Migros' supermarkets are always full and that processes in their warehouses and stores run efficiently. For example, the Migros Cooperative and their customers benefit from FAST solutions for efficient store delivery and from e-commerce fulfillment solutions for online food retail. Additionally, we succeeded in significantly optimizing space at an existing location in a recent project. The relationship between Migros and KNAPP has further deepened into a strategic partnership. *"We are pleased to have taken this important step, to shape the future of food retail together and to implement innovations that will benefit Migros and their customers,"* says Bernhard Rottenbücher, Managing Director of KNAPP Systemintegration. In 2026, the next automated system for Migros will go live.



Migros x KNAPP: 9 locations in 14 years



"We have accompanied Migros in their business development for over 14 years and have been their first point of contact throughout market changes."

Bernhard Rottenbücher
Executive Vice President
KNAPP

The takeaway

Success is sweeter when you can celebrate together. It's also easier to overcome challenges when we are working together. With different types of partnerships, we as a company are making ourselves fit for the future, promoting growth and driving innovation. New business partners, new development partners or even completely new sectors—no matter how different these partnerships are, our values of openness, courage, reliability, creativity and appreciation form the foundation for each and every one of them. And we know these values remain true for many years to come.



ROUND THE CLOCK

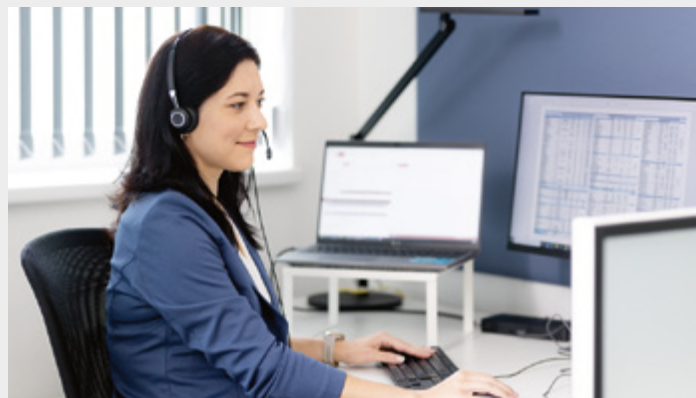
Always by our customers' side

When a company invests in a KNAPP system, they also invest in our expertise and our commitment—for the long run. During this long-term collaboration, customers place their trust in our international Customer Service team: The experts our customers turn to for solving a sudden problem, optimizing their systems for top performance or ensuring lifecycle management geared to the future. More than 2,600 Customer Service experts at 30 locations work to provide reliable support using remote and on-site services. Let's take a closer look at 3 of these services.

SUPPORT SERVICES

Follow-the-sun concept: Support around the clock, around the globe

We want our customers to make the most of their new logistics systems right from the start. This is exactly why our Customer Service experts are there to support them—for the long haul. The contract team, Account Management and the Service Desk team, who are also involved in the onboarding process, are all dedicated to helping our customers succeed.



ONBOARDING

Smooth onboarding: In online meetings, our customers learn how to file their issues with us and how to access the support they need. They also familiarize themselves with our customer platform e-insight, a useful resource for service-related information.

“Language talents with a love for technology and customer service: My team of over 40 people does an outstanding job—around the clock.”

Sonja Reinfelder
Head of Communication Center
at KNAPP since 2009



Service Desk Hubs

We are committed to individual language support. Our KNAPP Service Desk is available in 10 languages, 24/7/365 and our 6 *Service Desk Hubs* ensure that we can pick up the phone round-the-clock and round-the-globe. These Hubs are dedicated teams of experts that work in different time zones all around the world, based on the follow-the-sun model. This way, the sun never sets on our Service Desk Hubs, whether Sydney, Australia calls at 6 a.m. or Atlanta, Georgia at 10 p.m. Our Service Desk experts are organized in 3 levels. *“We can solve 98 percent of issues remotely through our Service Desk. In those few cases that require support on site, our experts arrange intervention right away,”* explains Sonja Reinfelder, Head of Communication Center at KNAPP.

1st Level

COMMUNICATION CENTER

First point of contact; interpreters classify and prioritize any issues before assigning them to 2nd level support

2nd Level

TECHNICAL SUPPORT

Qualified technicians provide technical support

95%
resolution rate
of all incidents

3rd Level

SUPPORT BY ENGINEERING AND DEVELOPMENT DEPARTMENTS

If necessary, our Engineering and Development experts provide additional assistance

IT SECURITY SERVICES



Our task force against cybercrime

Cybercrime and cybersecurity are issues the concern every business, all over the world. At KNAPP, a dedicated Service Desk team is on standby 24/7 to respond to any security incident instantly: our Security Operations Center, or SOC. If an incident should occur, our IT security experts within the SOC team assess the situation and then move fast to mitigate any threat to systems and facilities, blocking attacks and ramping up defenses. *“We troubleshoot urgent issues while also advising our customers on how they can strengthen the IT security of their systems. Prevention is the best protection against cyberattacks,”* states Martin Frischenschlager, Vice President Customer Service at KNAPP.

The SOC team is happy to help with any IT-related questions and is committed to improving IT security for all products continuously by following a clearly defined secure engineering process. We use threat and risk analyses and external penetration tests to develop our IT security systems. Our Computer Security Incident Response Team (CSIRT) monitors and evaluates these developments. *“We recognize how vitally important IT security is—a number of experts in different departments at headquarters devote their energy to this crucial issue. Each of our subsidiaries around the globe also has a dedicated point of contact for IT security,”* emphasizes Martin Frischenschlager.

IT services at a glance

SECURITY PROTECT

Intelligent antivirus software protects against threats such as viruses and ransomware

UPDATE SERVICES

Updates and patches for firmware, operating systems and databases

SYSTEM MONITORING

24/7 support for IT infrastructure, involving our Service Desk as needed

CAPACITY MANAGEMENT

Long-term data storage and continuous trend analysis for problem detection such as resource bottlenecks

BACKUP SYSTEM CHECK

On-site inspection and tailored recommendations to check high availability and facilitate system recovery

SMART RESIDENT SERVICES

Expert technicians and digital tools make the most of your logistics system

In addition to our remote solutions, our Smart Resident Services provide support for your business on site perfectly adapted to your schedule, in one-shift operation or 24/7/365.

Our Resident Engineers are qualified technicians and handle all repairs, as well as the entire incident management process for mechanical and electrical issues. The Resident team is also responsible for maintenance and spare parts management, using the digital tool KiSoft CMMS (Computerized Maintenance Management System).

KiSoft CMMS, for example is used strategically to automatically create a task for the Resident Engineer as soon as an issue occurs and visualize information on any spare parts required for troubleshooting. *“When we think of service and maintenance, the picture of a technician in overalls with a toolbox in hand immediately comes to mind. In today’s maintenance, digital tools such as KiSoft CMMS play a central role and support in rectifying incidents. This opens up new dimensions in service as well as how we keep customer systems in prime condition and running like clockwork,”* Erik Gutmann, Vice President Customer Service at KNAPP says proudly. To keep the availability and performance

of systems at their optimum, active interventions in the system are carried out only at times with little or no impact on daily operations. Based on workload heatmaps, Resident Engineers create an intelligent maintenance concept. Find out more on page 38.

“Comprehensive service is the cornerstone of our promise as a Value Chain Tech Partner. We support our customers through the entire life cycle of their logistics system.”

Erik Gutmann
Vice President Customer Service
KNAPP





SORTING REDEFINED

Expansion of strategic sorter expertise within our KNAPP group

Sorting technology is vital for the efficient flow of goods in today's intralogistics. Dürkopp Fördertechnik GmbH, operating under the brand name DFT, has been a member of the KNAPP group since 2010. With fiscal year 2024/25, the German company has started developing and standardizing sorting systems for hanging and flat-packed goods within the entire KNAPP group. In line with their motto *Sorting redefined*, the company set the goal of creating a group-wide sorting technology platform that would raise the bar in terms of technologies as well as economics.

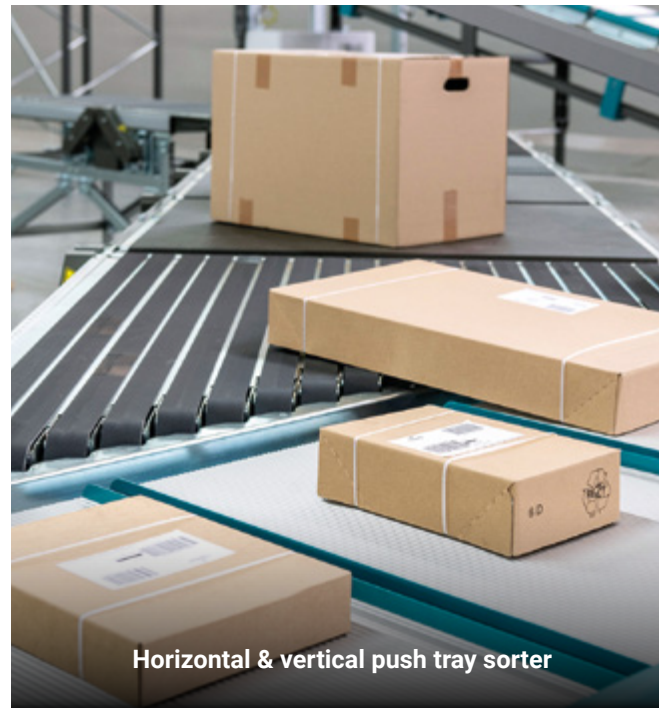
Bielefeld: Home to sorting expertise

For decades, DFT has been a leading provider of sorting systems for hanging goods. The pocket sorter systems EcoPocket and AutoPocket, for example, ensure the efficient flow of goods worldwide for companies such as the Inditex Group. A split tray sorter for flat-packed goods has also been part of the portfolio for some time. In the past, sorting systems were often purchased separately and then integrated into existing KNAPP systems for different performance areas. Now the competences for sorter technology and sorter control technology are pooled and conveniently located together at the Bielefeld site. This means DFT is stepping up and building its own comprehensive solution expertise for sorting technology, growing beyond the external integration of their technologies. This is an important milestone for the KNAPP group as a value chain tech partner: We now offer the broadest technology portfolio on the market for every step along the value chain.

“DFT excels as Center of Excellence for the design, production and implementation of high-performance sorting systems in the KNAPP group.”

Dirk Bockelmann
Managing Director
DFT

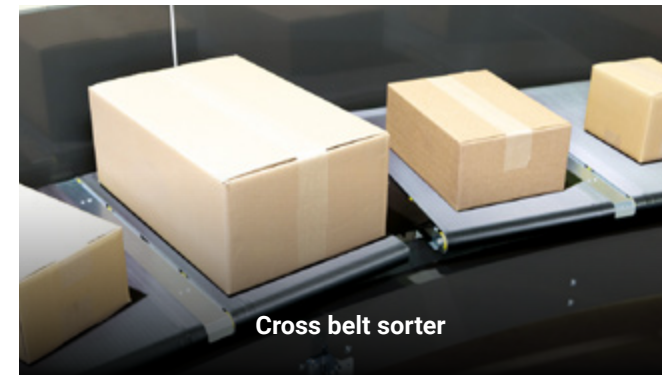
Sorter portfolio overview



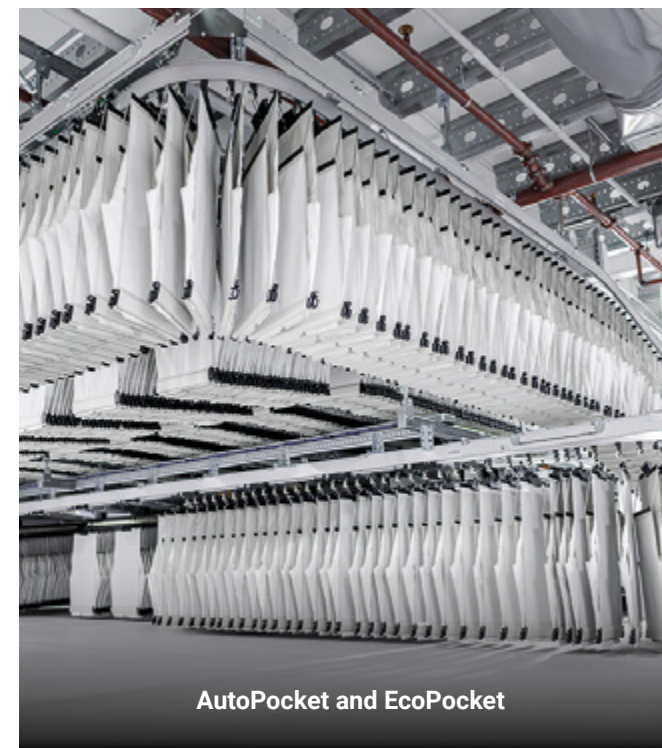
Horizontal & vertical push tray sorter



Split tray sorter



Cross belt sorter



AutoPocket and EcoPocket

Modular design: Standardized flexibility for customized solutions

Along with managing integration, DFT is developing a sorting technology platform based on modules. The goal is not only to make the sorting systems more efficient, but also more cost-effective and flexible. Instead of coming up with customized solutions for each project, the company has developed a unified system architecture, which is applied repeatedly and adapted to meet different requirements.

The first large-scale project using a sorter from the new modular system was started in the summer of 2025. Further projects and product developments are in the pipeline.

The sorter modules are based on 5 core principles

01 Standardization and reuse of hardware and software component designs for scalable and economic production. This reduces production costs as well as the time-to-market for new products.

02 Low-noise technology makes for energy-efficient and quiet processes. This technology helps improve working conditions and reduces energy consumption, which is both cost-effective and ecological.

03 Pre-assembled hardware modules mean faster installation and startup at the customer site, shorter implementation times and minimal standstills.

04 Automated engineering generates configuration diagrams and PLC codes, reducing costs for the long term. This type of automation not only increases efficiency and precision in engineering but also reduces error rates.

05 Quick and easy integration using an API interface in OpenAPI Standard. This interface gives our customers an easy way to connect their software environment with our products. Thanks to comprehensive documentation, integration is carried out rapidly—even before the sorter is installed.

Efficiency in every detail for optimized inducts and sorter exits

When it comes to sorter modules, special focus lies on the consistent optimization of technologies. Inducts and sorter exits both play a key role. DFT banks on consistent standardization in this area to simplify project implementation and reduce manufacturing costs. Simultaneously, this results in high product quality, which contributes to high process reliability for the customer in the long run. *“The combination of technological advancement, standardization and the integration of control expertise strengthens DFT’s market position, as well as setting the bar when it comes to developing and implementing sorting technologies,”* states Thomas Gebbert, Head of Product Sales Flat Sorters, DFT.

Durability and sustainability as key ingredients

Another important topic regarding the sorter modules is sustainability. By developing energy-efficient sorting systems, DFT helps minimize the environmental impact, while helping customers achieve their sustainability goals. These measures include:

- Durability and ease of maintenance
- Use of energy-efficient motors and drives
- eService portal for all areas of spare parts management
- System-specific cabinets for spare parts

These measures show that technological innovation and sustainability go hand in hand. The development of eco-friendly sorting systems is an important step in fulfilling the customers’ requirements while simultaneously protecting the environment.

Technological innovation and future prospects

Besides integrating new technologies and optimizing existing systems, DFT strives to continuously enhance the efficiency and performance of their sorting systems. One of the current innovation projects is the introduction of a *Condition Monitoring Center*, which ensures early detection of errors to optimize system performance. Through detailed diagnostics and recommendations, preventive measures can be taken to avert downtimes for our customers, which ultimately reduces costs.

By continually improving the systems and integrating new technologies, DFT will be able to meet the rising customer requirements and set new standards in the realm of intralogistics.



“Together with my team, I am highly motivated to contribute to the long-term success of the company by focusing on a young business segment.”

Thomas Gebbert
Head of Product Sales Flat Sorters
at DFT since 2023

CELIO

Sorting expertise through the test of time

Looking for a remarkable example of the long-term performance and sustainability of DFT's sorting technology? The logistics system of international fashion retailer celio in the greater Paris area has a lot to show for. In 2012, celio decided to invest in a high-performance split tray sorter. Even 12 years after it was first put into operation, this investment is still a complete success. From the very beginning, the system was designed to be highly efficient and future-proof, featuring 688 sorter exits and a sorting performance of up to 15,000 items per hour.

“After 12 years, it's fair to say that we are more than happy. Our sorter runs as smoothly as it did on day one.”

Gérald Le Boulaire
Warehouse Manager
celio

Successes of the celio sorting system

- **Reduced unit costs** thanks to increased efficiency and lower resource. This has made the company more competitive and profitable.
- **Increased picking performance** to process growing order volumes. This way, store deliveries can be managed more flexibly, even during peak periods.
- **Streamlined processes** have shortened throughput times and minimized error rates. This has enhanced efficiency, increased the reliability of workflows and reduced operating costs.
- **Ergonomic optimization** to improve work stations for employees. This has contributed to employees' health and satisfaction as well as increasing productivity.
- **Reduced noise** for a more pleasant work environment. This has also improved working conditions, contributing to employees' contentment and motivation.

This example shows that well-thought-out sorting technology not only brings short-term benefits but also contributes to value creation in the long run.





Watch the [Video here.](#)

Gerald Hofer, CEO

explains how we unite ecological, economic and social aspects in our company and how our corporate culture sets the framework for our daily actions.

04

RESPONSIBILITY STORIES



SUSTAINABILITY REPORTING

KNAPP AG environmental figures

We as KNAPP group use resources every day, leaving behind an ecological footprint. By implementing our sustainability program *now4tomorrow* and providing transparent reporting, we aim to use our economic opportunities while at the same time maintaining the prospects of future generations.

We take our responsibility seriously and have documented key figures that affect the environment since 2010. The following pages provide an overview of our current reporting.



8,904 MWh of electricity

Energy is the largest contributor to the ecological footprint at our Hart bei Graz headquarters. Energy consumption includes the electricity consumed by all office buildings, production and storage areas, the company cafeteria and the KNAPP-Kinderwelt childcare center, as well as the district heating and gas consumption for the entire premises with usable space totaling at 80,460 m² (866,000 ft²).

4,996,743 green kilometers

The figure for vehicle emissions pertains to the CO₂ emitted by the company's vehicle fleet. To reduce this figure, we have made ongoing investments in electromobility as well as using alternative ways of commuting. For example, about 650 KNAPP employees have given up their free company parking space; in return, the company provides them with the KlimaTicket Steiermark, an annual ticket covering the entire range of public transportation within the region of Styria.



1,114 MWh electricity generated in house

KNAPP has relied on green energy for years, which is why we have continuously expanded our own photovoltaic system in Hart bei Graz. This year, we have already been able to produce 12.5 percent of the electricity we consume ourselves.

15,790 m³ water

were used last year at our Hart bei Graz location. Using water efficiently is very important to us. For example, the powder coating facility in the production area uses a water recycling system, which received the ÖKOPROFIT Prize awarded by the city of Graz.



799,961 kg waste

The waste figure combines different categories of waste: waste paper, cardboard, residual waste, wood waste, plastic packaging and other waste. For a number of years now, we have promoted waste prevention and waste separation at our various locations, with solid results.



Find out more about our sustainability initiatives and our sustainability program, [now4tomorrow](#).

For more information, [click here.](#)



Annual review

HANDS-ON RESPONSIBILITY

Passion and enthusiasm for a good cause

Passion and enthusiasm—these words are a perfect description not only of our approach to our customer projects and product portfolio, but also for our day-to-day life. We build cohesion through team and sporting events, give back to the community in volunteer projects and share our passion and enthusiasm for technology with the next generation. And when it's time to recharge after all these activities, we can head directly to our new KNAPPvital & Medical Services Center.



CORPORATE VOLUNTEERING

Donating time, boosting team spirit

Since 2016, KNAPP has been a member of the *Verantwortung zeigen! (Demonstrate responsibility!)* network, an initiative that connects charities and companies. Twice a year—once in the summer during their social commitment days and once in December for the Advent calendar projects—our teams donate their time and skills to grant different charities' wishes. This year, around 70 employees from our Austrian locations in Hart bei Graz, Leoben and Dobl dedicated their time to support a good cause.

One team spent an afternoon playing sports with children at the Caritas Lerncafé, an after-school program in Leoben. Another grabbed their instruments and shared their passion for music with the residents of the Odilieninstitut in Graz for

a lovely, lively afternoon. Of course, the KNAPP teams were happy to share their craftsmanship skills too, like our apprentices when they joined forces with the Styrian Youth Nature Conservation Association to build a new porch for the group's clubhouse deep in Graz's old-growth forest.

Social responsibility is also important to the entire KNAPP group. For example, our colleagues in the UK collect money each year for donations to charity. This past year, they donated an impressive 5,000 pounds to Macmillan Cancer Support.

On the other side of the Atlantic, our South American colleagues donated Christmas presents to 100 children with disabilities.



843
participants
in sporting events in Austria

RUN, KNAPP, RUN

Up and running

Team spirit and the love for sports are important to our colleagues. This year, again, we were the company with the most participants in the *Business Run* in Graz, with 420 employees at the starting line. Additionally, 180 of our colleagues participated in the Business Marathon. For our athletes who were ready to kick it up a notch, the *Grazathlon* and *Erzberg Dirtrun* presented plenty of opportunities to get a little dirty.

We share the sporty side of our KNAPP spirit throughout the group. Together with their friends and families, our colleagues at DFT participated in the *Run & Roll City* in Bielefeld, Germany, forming the race's second-largest team that year. Our colleagues at KNAPP Sudamérica raced in *The Hardest Run* to raise money for a good cause.



INSPIRING TECHNOLOGY

KNAPP coding contest

The KNAPP coding contest is a major event that is well established for up-and-coming IT talents. During the contest, students have the chance to show off their coding skills, gain valuable experience and test their knowledge with a tricky programming task taken straight from the world of logistics. Contestants also receive an introduction to the highly sought-after internships at KNAPP and the top 3 programmers in each category take home a cash prize. This year marked the 13th edition of the KNAPP coding contest. Around 100 young hopefuls from all over Austria met in Hart bei Graz to put their skills to the test with a complex coding task.



RoboLeague

This year, 134 students from Styria, Carinthia and Burgenland followed the call to *Join the RoboLeague*. They participated in various categories of our robotics competition with self-constructed robots. Going into its 6th edition, and its popularity rising, the event celebrated the highest number of visitors since its inception. The *RoboLeague* is not only a competition but an event to fuel enthusiasm, offering students the opportunity to discover and build on their passion for technology.

PROFESSIONAL AND PRACTICAL

Young talents worldwide

It's hard to find anyone more enthusiastic about technology than our 127 apprentices who are working hard to complete their technical education in Hart bei Graz and Leoben. As a state-honored training company, providing modern and multifaceted apprentice training is incredibly important to us. Our program offers plenty of exciting opportunities for apprentices to gain practical experience, such as working on real-world projects and taking part in internships abroad.

KNAPP also sparks young people's interest in logistics outside of Austria. In the UK, 35 young people are completing their training. Janette Newsham, Head of HR, is proud of the apprenticeship program: *"At KNAPP UK we are incredibly proud of the team members that are engaging with our apprenticeship programs, be it technical or managerial, and we have seen many become qualified Engineers, Team Leaders, and Managers—some have even taken up global roles to further support the business. Development of our people is critical to our success, and we are committed to continuing our focus in this area."*



Success at the WorldSkills competition

Our success at competitions shows just how professional and practical our apprenticeship program is. Both of our KNAPP teams at *WorldSkills* in Lyon, France did a fantastic job. Our apprentices Simon and Jan earned 6th place in the *Mobile Robotics* team competition and were awarded the Medallion for Excellence for their performance. Additionally, our expert Fabian (KNAPP) and Nico (Magna) formed a cross-company team and came in 13th place.





AROUND THE WORLD

Interesting international internships

About a quarter of our apprentices jump at the opportunity to experience other cultures first-hand and have an incredible time throughout their internships abroad with Erasmus+. Robin Haberl and Leon Plentner both went to Spain, where Leon gained insight into commercial and logistics processes at a supermarket in Sevilla, while Robin worked as an application developer for an IT company in Valencia. Meanwhile, Lara Klamlinger traveled all the way to Fukuoka, Japan, where the future industrial clerk gathered hands-on knowledge in the marketing department of a large company. All 3 apprentices agree: *"KNAPP really promotes spending time abroad. Both our immediate superiors and our colleagues were extremely happy for us and supported us throughout our journeys. We had incredible experiences and we definitely recommend that other apprentices apply for internships abroad too."*

FIT AND HEALTHY

KNAPPvital & Medical Services Center

KNAPP's longstanding, *TRIGOS Award* winning healthcare program, KNAPPvital, offers a number of different services to promote employees' physical, mental and emotional well-being. The new KNAPPvital & Medical Services Center provides new and larger facilities where employees can make use of physiotherapy, coaching, nutrition counseling and an extensive exercise and relaxation program. The center also provides space for occupational health consultation and for physicals to ensure that KNAPP employees are fit to work on installation sites. This year, 189 such physicals were already conducted.

At the opening of the health center, the Styrian Red Cross presented KNAPP with their inaugural *Blood Donation Award* in recognition of KNAPP's outstanding commitment. *"KNAPP's commitment and their employees' readiness to donate blood really impressed our team. They've all made an important contribution to saving lives,"* says Christian Steinscherer, Head of Blood Donation Services at the Styrian Red Cross. For several years, KNAPP has collaborated closely with the Red Cross to organize multiple blood drives at different KNAPP sites. In 2024, our employees donated 149 units of whole blood.



HOW MUCH KNAPP IS IN ...?

Making life easier with reliable logistics

How much KNAPP is present in our everyday lives? Whether it's the flu, a burst water pipe, a small climbing mishap, the perfect dinner or the joys of a new car: There is more KNAPP technology behind everyday situations than most of us realize. Let's take a look at 5 scenarios and get to know the customers behind these experiences—and especially the KNAPP employees who make a difference with their expertise and passion for logistics.

We are Value Chain Tech partner, supporting you in different areas of life.

Our solutions help make things just a little bit smoother, so you can focus on your own priorities.



Healthcare

Focusing on patient well-being



Retail & Lifestyle

Optimizing customer experience



Wholesale

Ensuring the availability of a large range of goods



Food Retail

Ensuring freshness and quality at the store




Fashion

Handling fast-changing collections



Industry

Accelerating production processes for manufacturers

How we all encounter KNAPP technologies daily and how we benefit in everyday life—find out more on the next pages. 



“I am proud that, with the help of our technologies, Limedika was able to strengthen its position in the market and is primed for future growth.”

Dieter Hochörtler
Director of Sales & Systems Engineering Europe
at KNAPP since 2006

HEALTH AS TOP PRIORITY

We take care of logistics so you have more time for your family

When kids get sick, they need more than medicine to get well. Love and care are just as important for their recovery. Sofija, a busy mom in Vilnius, Lithuania, juggles many responsibilities every day. When her young son suddenly becomes ill with a fever, she knows he needs more medicine and quickly. Luckily, Lithuanian pharmaceutical wholesaler Limedika was there with rapid, reliable deliveries. By ordering the medicine online from the comfort of her home, Sofija saves precious time and energy—plus her order arrives the next day. She is able to focus completely on her son while at the same time getting him the medicine he needs.

What Sofija doesn't know: The medicine she ordered was efficiently processed by our AutoPocket pocket sorter system at the Limedika distribution center.

As Director of Sales & Systems Engineering Europe, Dieter Hochörtler was part of the project team that implemented a solution combining A-frame picking systems with the pocket sorter at Limedika. *“I want to pay tribute to the entire team, as the realization of this project was only possible thanks to their excellent collaboration across locations. I am very proud that, with the help of our technologies, Limedika was able to strengthen its position in the market and is primed for future growth,”* says Dieter Hochörtler.

LIMEDIKA

Multichannel distribution gaining ground in the pharmaceutical sector

Pharmaceutical wholesaler Limedika supplies around 1,500 pharmacies and hospitals in Lithuania. Expanded click and collect options for their own pharmacies and online B2C sales called for more than just more space. It meant a completely new intralogistics design, implemented in a revolutionary manner with a pocket sorter system—and not just any pocket sorter, but the AutoPocket. Though common in fashion and retail warehouses, pocket sorters are still uncharted territory for the pharmaceutical sector.

The Central Belt System is one of the main elements: It picks fast-moving items and goods for e-commerce orders, the latter are processed further by the pocket sorter system. At Limedika, the fast-mover autopicker perfectly balances peak workloads, while the AutoPocket pocket sorter system processes online orders with great efficiency.

AutoPocket is a great solution for efficient batch picking with end-to-end tracking of serial and lot numbers. With the help of AutoPocket, Limedika is taking medication supply to the next level and opening up new opportunities with their new business model.



AutoPocket sorts 2,500 articles per hour



AMAZING FACT: Did you know that in Europe, the Americas and Australia there's a 70 % chance that the product you got at your local pharmacy has come into contact with KNAPP technology?

Case Study.



“It makes me happy to see our KNAPP systems grow with our customers’ challenges and through our longstanding partnerships.”

Verena Stierschneider
Team Leader Sales Wholesale
at KNAPP since 2018

SPARE PARTS GUARANTEED

We take care of logistics so you can enjoy the game

It’s Saturday night in Copenhagen, Denmark, just a few hours before the big game. Lars is looking forward to watching today’s match on TV. All day, he’s been waiting to plonk himself down on the couch with a cold drink in his hand and root for his favorite team. All of a sudden, he hears a strange noise coming from the cellar—a pipe burst! Water is pouring out nonstop. The timing could not be worse: Hardware stores are closed. These things always seem to happen at the most inconvenient times. Where will Lars find the parts he needs? He calls an emergency plumber, who thankfully comes right over with the correct parts.

What Lars doesn’t realize: The plumber can fix the problem almost immediately because his spare parts are supplied by Brødrene Dahl, a Danish sanitation supplier. The parts arrive directly from the distribution center, where they are picked in a highly-efficient process by our Pick-it-Easy Robot.

Verena Stierschneider was also involved in designing the automation solution at the central warehouse LOGSTAR in Randers, where she is responsible for Sales Management. *“We share many years of partnership with Brødrene Dahl. Together we work to overcome logistical challenges, and we focus on finding constructive solutions. It makes me happy to see our KNAPP system grow with our customer’s challenges,”* says Verena Stierschneider.

BRØDRENE DAHL

Automation for sustainability and growth

Brødrene Dahl is Denmark’s largest wholesale sanitation supplier and a member of the international Saint Gobain Group. Brødrene Dahl stands for efficient delivery to customers and sustainable logistics. By automating their LOGSTAR central warehouse in Randers, they successfully achieved both goals through reusable blue plastic totes.

The warehouse itself is as large as a football field, 110 meters long and 20 meters high (120 yards long, 66 feet high). The heart of the solution is the Evo Shuttle system, operating with 136 shuttles and a storage capacity of 100,000 m³ (3,531,467 ft³). Every day 1,700 orders are shipped from the warehouse to Brødrene Dahl stores or to plumbers across all of Denmark.

In the past 10 years, the range of products grew to over 10,000, also reflected by a growing number of order and fulfillment processes. The company decided to use a robot to tackle the challenge. The new robot picks around the clock without the need for additional personnel, significantly raising performance. Currently, the robot handles around 7,000 products and processes 1,100 order lines a day. Working with KNAPP, the solution has been continuously enhanced to increase the robot’s performance even more.



Pick-it-Easy Robot processes around 7,000 products and 1,100 order lines every day.



AMAZING FACT: Did you know that Brødrene Dahl wants to become climate neutral by 2050 and, with the introduction of reusable plastic totes, has already reduced their use of carton packaging by 40 %?





“For me, it is extremely important to implement customer projects in the best way possible—and we succeeded thanks to our excellent teamwork.”

Markus Kuplen
Senior Logistics Expert
at KNAPP since 2016

RISING TO THE CHALLENGE

We take care of logistics so you can hit the trail

Even as a child, Guilia was a talented climber. While other children played on the ground, she was reaching for the highest branches. Today, she enjoys the same challenge, scaling the mountains and peaks in her native South Tyrol. Guilia not only loves adventures, quality means everything to her, especially when it comes to her equipment. The moment she loses her favorite Oakley sunglasses ascending a summit is all the more painful. Nevertheless, she reaches the peak and immediately orders a new pair of sunglasses online from the EssilorLuxottica shop.

Guilia is not even aware that her order is already being processed at the distribution center in Sedico, Italy while she descends the mountain. Our Evo Shuttle

makes it all happen. The sunglasses are just one of more than 200,000 items shipped every day from the warehouse. EssilorLuxottica and KNAPP have shared a successful business partnership since 2006.

Markus Kuplen took part in implementing the gigantic project to automate a central distribution platform, where he applied his expertise in software commissioning. *“I personally aim to go that extra mile in my daily work to implement projects in the best way possible. Our goal was to support the customer with our software solutions in the long run, so we can fully meet their needs. At EssilorLuxottica, we were successful despite the high level of complexity in the software,”* says Markus Kuplen.

ESSILORLUXOTTICA

Automation with a vision

EssilorLuxottica delivers their eyewear to customers around the globe and is experiencing immense growth. To accommodate this business increase, EssilorLuxottica decided to construct a new distribution platform in Sedico, Belluno in Italy. Their goal: To manage the logistics for global distribution to retailers, their own shops and end customers.

The mastermind at work behind the DC’s sophisticated process map is the KiSoft software. The result is high performance and transparency every step of the way in a flexible and scalable technological environment. At EssilorLuxottica, 33,000 shipments leave the warehouse on an average day. This corresponds to an output of 205,000 items in a 7.5-hour shift, with the size of each consignment varying enormously due to delivery to other distribution centers, stores (B2B) or consumers (B2C). Since KNAPP continuously develops this software and provides well-defined lifecycle support, EssilorLuxottica benefits from long-term investment security.

KiSoft calculates the best storage location for each and every high-quality item. In the 150 meters long and 12 meters wide system (492 feet long, 39 feet wide), 450 storage robots, our shuttles, store and retrieve items across 500,000 storage locations. The luxury eyewear is quickly prepared for the next leg of its journey.

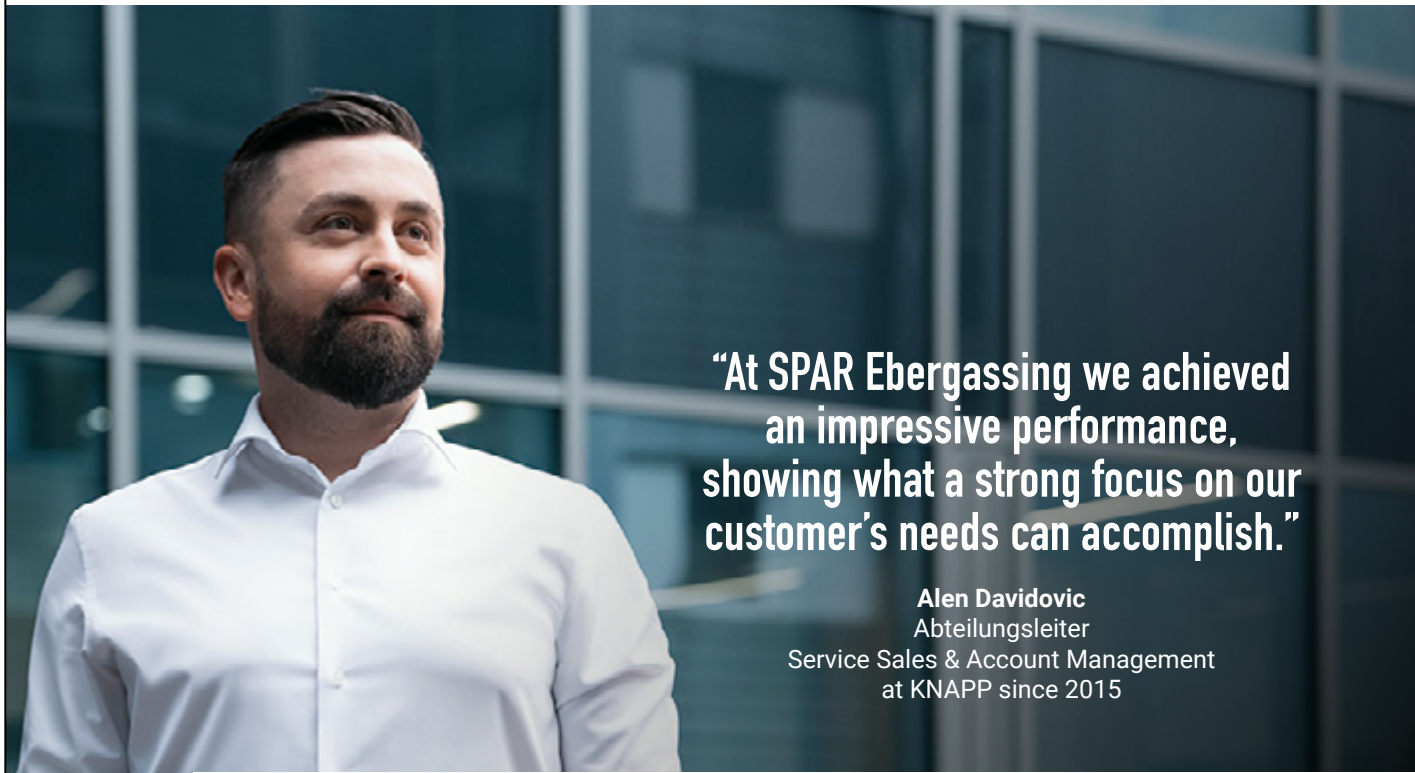


33,000 packages per day with optimized fulfillment processes.



AMAZING FACT: Did you know that EssilorLuxottica, with brands such as Ray-Ban and Oakley, is global market leader in eyewear, sunglasses and contact lenses—and that all sales channels, B2B and B2C, are delivered from a single distribution center?





“At SPAR Ebergassing we achieved an impressive performance, showing what a strong focus on our customer’s needs can accomplish.”

Alen Davidovic
Abteilungsleiter
Service Sales & Account Management
at KNAPP since 2015

A CULINARY DELIGHT

We take care of logistics so you can share a perfect New Year’s dinner

Wolfgang is getting ready to celebrate New Year’s Eve in Vienna, Austria. This year, he wants to surprise his wife Elisabeth with a perfect dinner. On his shopping list: fresh seafood, high-quality beef and a selection of seasonal vegetables. It can’t be that hard, can it? Wolfgang has unfortunately underestimated the magnitude of last-minute shoppers at the supermarkets, and he’s had a late start. There are crowds everywhere and the mood is hectic. Will there be anything left on the shelves? The truth is, he has no reason to worry, because he shops at SPAR. He may have to push through a crowd, but he will get everything he needs.

Wolfgang is completely unaware that our KiSoft software controls the SPAR logistics center in Ebergassing which allows SPAR to respond flexibly to peak demands in food retail. A dedicated team of KNAPP Resident Engineers monitors all the processes on site and respond rapidly whenever necessary.

The SPAR logistics solution has been continually expanded without disruption to daily operation. Alen Davidovic, in Service Sales & Account Management, was part of the project. *“The many years of partnership with SPAR Ebergassing makes me proud. In 10 years, we achieved an impressive performance together with our customer, showing what a strong focus on their needs can accomplish,”* says Alen Davidovic.

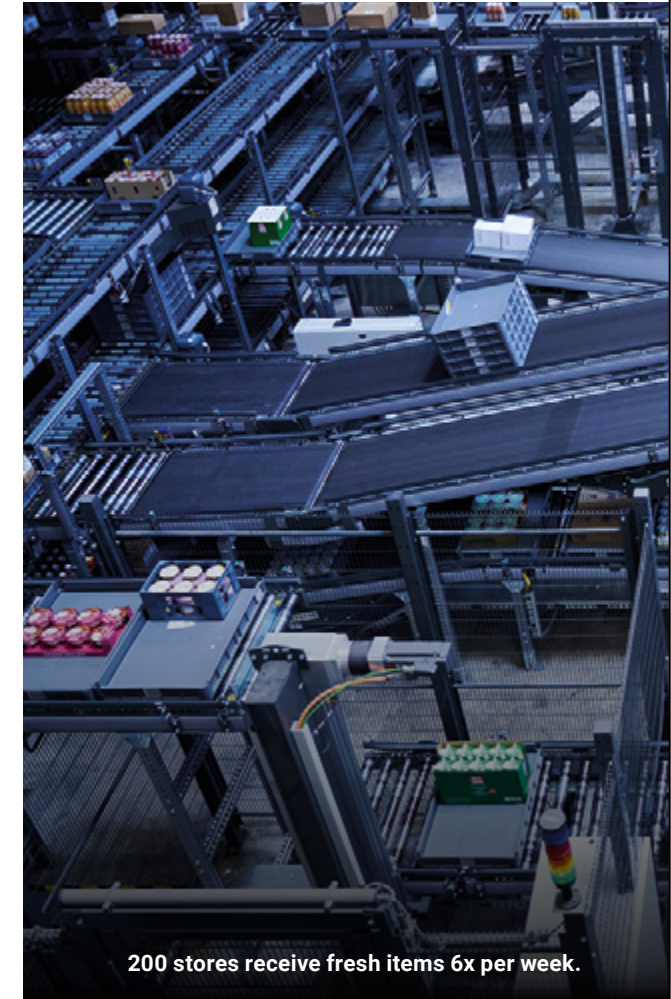
SPAR

Rapid store delivery

In Austria, SPAR is the market leader in food retail, delivering fresh groceries 6 times a week to more than 200 stores from its Ebergassing DC. In the goods-in area, Open Shuttles transport pallets and support the employees throughout the warehouse. The majority of items are then automatically depalletized by high-performance robots. Our software records and digitizes all relevant attributes for the items and optimizes performance in the central warehouse.

The shuttle solution provides space-saving, efficient storage for the entire product range, with 56,300 storage locations for dry goods and 60,100 for fresh foods. Automated order fulfillment enables individual picking sequences for each store; proper sorting allows efficient stocking of store shelves. With our empties solution, we process up to 156 different types of crates and bottles. All in all, we process up to 1,200 empty load carriers per hour, which are ultimately returned to circulation.

Thanks to our solution, SPAR responds flexibly to all the requirements in retail food, without having to redesign an entire warehouse for maximum capacity in their store deliveries.



200 stores receive fresh items 6x per week.



AMAZING FACT: Did you know that SPAR is Austria’s number one food retailer and shares a long standing partnership with KNAPP since 2009?





“It’s my job to understand customer requirements and act in line with their expectations so we can complete a project successfully.”

Christian Kois
Customer Care Manager
at KNAPP since 2022

OPTIMIZING PRODUCTION

We take care of logistics so you can enjoy the drive

Max is totally excited because his dad will pick him up from kindergarten with their new car today. They will be heading off for a day trip to the Autostadt park in Wolfsburg. Max and his friends spend all day building cars, putting colorful blocks together and dreaming about driving real cars. Max beams when he sees the shiny new car, which he even has the honor of unlocking. The child is fascinated by the automatic folding mirrors and can hardly wait to discover all its different features. His dad tells him about the many different parts it takes to build a car. Max listens enraptured and dreams of becoming an important engineer.

What Max will probably never know is that the car’s mirrors were produced at Magna’s Assamstadt production location. Its production lines are supplied by our mobile robots.

The KNAPP solution featuring a combination of small parts warehouse and autonomous mobile robots works like a charm thanks to Customer Care Manager Christian Kois. *“As Customer Care Managers, we are the central point of contact for our customers, providing comprehensive support—just like for Magna. We understand customer requirements in detail, acting fully in line with their expectations so we can complete their project successfully,”* explains Christian Kois.

MAGNA

Flexible production supply

Magna, one of the world’s largest automotive industry suppliers, is a mobility technology company. Magna Spiegelsysteme in Assamstadt, Germany, specializes in manufacturing side mirrors for several premium OEMs (original equipment manufacturers). To raise the depth of value creation at the location, Magna invested in an automated small parts warehouse, the Evo Shuttle, with AMR transport solution, the Open Shuttle.

The Evo Shuttle supplies the multifunctional work stations with parts for assembling side mirrors while also transferring containers to the autonomous mobile robots, our Open Shuttles, which then transport them to the peripheral production lines—materials arriving just-in-time and just-in-sequence. If there are changes to processes, transport routes or the sequence, or if urgent orders are squeezed in, the system can respond very quickly. Control of the system is effected through KiSoft software connected to Magna’s ERP system.

The solution shows how autonomous mobile robots can skillfully connect local production cells with an automated storage system. We succeeded in increasing the depth of value creation and enhancing flexibility.



Evo Shuttle supports the efficient assembly of side mirrors.



AMAZING FACT: Did you know that Magna is one of the world’s largest automotive suppliers and a mobility technology company with a global team of 170,000 employees at 341 production facilities?

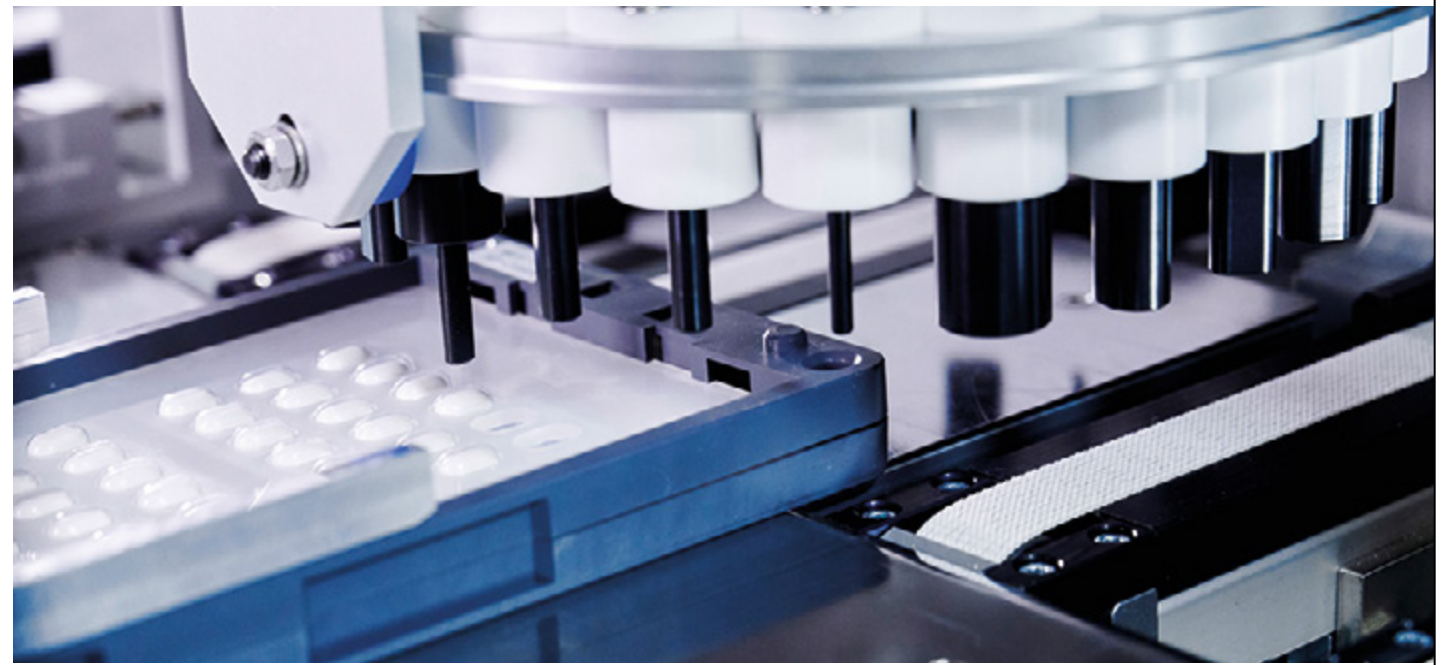




FOCUSING ON PATIENT WELL-BEING

Automatic tablet handling

From fashion, food to industry, KNAPP is at home in many different sectors, including healthcare. Our Healthcare Business Unit has a long and involved history in which KNAPP served as a reliable value chain tech partner for the entire pharmaceutical value chain—from pallet to pill. Our technologies play a critical role in the logistics surrounding medicinal products, nutritional supplements and OTC products around the world. Chances are even some of your medicine has met our innovative KNAPP technology somewhere along the way.



A pill's journey

Once manufactured and carefully checked, these tiny packages of medicine travel through a complex network of logistic processes before finally arriving in the patient's hands. This path extending from production to patient is strictly regulated by law to ensure the highest level of safety and quality. For example, in Europe, these rules are defined in the GDP regulation and in the US by the DSCSA. With new business models such as online pharmacies, the number of *routes* that a medicinal product can take continues to increase. Challenges such as rising cost pressure or personnel shortages make using automated storage systems all the more important.

EUROPE

Proven technologies and new solutions

The classic pharmaceutical wholesale operation that supplies brick and mortar pharmacies with products has profited from our automation solutions for many years. Solutions such as the efficient Evo Shuttle systems, the proven A-frame picking systems and the ergonomic goods-to-person Pick-it-Easy work stations have a long standing tradition. At the same time, the trend towards various forms of central dispensing has been gaining ground. This involves dispensing prescriptions for individuals at a central location, either in a central dispensary or a hub and spoke system. These concepts can be implemented with our Pack2Patient solution, which fulfills patient-specific orders automatically, safely and efficiently. The advantages are obvious: rapid order fulfillment, high delivery quality and seamless tracking.

Innovations that benefit people directly

Another trend in the healthcare sector is dispensing medications in patient-specific blister packaging. At the moment, this process is time-consuming and personnel-intensive, but it has huge potential for the future, because around 47 percent of the European population requires maintenance medication, tendency rising. With our new system solution, the D³ Daily Dose Dispenser System, we offer new dimensions in quality and profitability. Above all, we want to improve services for patients and make things easier for caregivers. The D³ system provides patient-specific fulfillment pill by pill while using the highest degree of automation. How it's done: The pills are automatically pressed out of the original blister card and repacked into individual blisters organized for a week. For patients, this makes taking their medicine correctly much easier. The system also saves hours of valuable time in preparing medication—such as in a care facility or hospital setting—where these sorting tasks require extensive time from qualified personnel. Our technological innovation has an immediate positive effect on everyone involved, promising more value in everyday life.





USA

Pill counting made easy

In the US, prescriptions for patients are filled on single tablet basis. The challenge of *Mail Order Central Fill* is to dispense individual pills in the correct quantity and highest quality, for example without breakage. Our special fully automatic picking systems for pills, the Automatic Tablet Dispenser (ATD) and our KNAPP Medication Dispenser (KMeD) get the job done and more. For each patient order, the prescriptions are dispensed into vials in the proper quantity, then labeled, collected and packed. This is how we automate the complex processes involved in pharmaceutical fulfillment securely and efficiently.



Automation solutions for the North American market

For more information, click [here](#).

Pharmacy automation as business opportunity

The healthcare sector in the US is undergoing change, and with it arise many new automation technologies that create benefits for patients, caregivers and businesses. In the US, pharmacies not only offer a wide range of prescription and over-the-counter medicines, but also many healthcare services such as primary care and vaccinations. With the development of technologies for retail pharmacy, our goal is to improve quality and profitability in the supply of medicines. Our solutions for pharmacy retail focus on robotic picking systems along with special work and check stations, allowing prescription drugs to be filled and checked directly in the pharmacy. By automating medicine dispensing, pharmacies can process more orders much more quickly, which reduces waiting times for patients and minimizes the workload for personnel. What's more, it also helps to optimize inventory management and reduce storage space requirements, leaving more space available for the provision of primary care services in the same premises, resulting in higher profitability.

KNAPP x PHARMA

We take our responsibility seriously

At KNAPP, we are well aware of the tremendous responsibility that comes with being involved in the pharmaceutical value chain. Across the globe, our automation solutions provide exactly the reliable operating system necessary for a seamlessly functioning value chain, which carries crucial significance for the health and well-being of the population. A well-oiled value chain ensures that medicinal products are securely and efficiently manufactured, stored and distributed without potential bottlenecks or delays in the supply of medicinal products that could bring about serious consequences for patients and the healthcare system. With our technologies and our commitment to drive forward innovation in the healthcare sector we are dedicated to mastering these challenges and ensuring a reliable value chain. For every one of us.







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RESPONSIBLE FOR THE CONTENT

KNAPP AG
Günter-Knapp-Strasse 5–7
8075 Hart bei Graz
Austria

CREDITS

4events (pages: 27, 95, 104), Bernd Niederwieser (pages: 29, 32, 44, 45, 46, 47, 48, 58, 59, 61, 97, 99, 101, 103, 107, 108, 110, 111), Christian Buxbaum (page: 107), DFT (pages: 70, 72, 77), Iris Strasser (page: 86), iStock (pages: 24, 67, 80, 83, 109), KNAPP Inc. (pages: 87, 89, 91), KNAPP UK (page: 89), Lara Klamminger (page: 90), Marija Kanizaj (pages: 02, 04, 06, 09, 10, 12, 13, 16, 19, 25, 32, 37, 39, 50, 55, 57, 62, 64, 65, 69, 75, 82, 83, 84, 94, 96, 98, 100, 102), MO:YA (pages: 52-53), Nadine Ambros (page: 73), Nikolaus Pommer (page: 88), Philip Pürcher (page: 82), Sebastian Sontacchi (page: 73), Takeoff Technologies (page: 31), Thomas Luef (page: 88), Timo Tafelski (page: 72), Walmart (pages: 42, 43)