Value Chain Tech Partner

en 01|2022

The DNA of the articles
is the decisive factor
for innovative
automation solutions.

KiSoft Genomix

Contents

**Come join us on a trip to see
how our technologies look when
matched to your value chain.**

**Dear ladies and gentlemen,
dear valued KNAPP partners,**

We are very proud that many of our customers have been relying on us for decades, sometimes across multiple areas of the value chain. Together, we not only develop the latest systems, but also modernize and continuously optimize existing systems for the long term.

For this issue, we have taken a rather unusual approach: We are bringing together our company values – as major elements of our corporate culture – and our efforts to assure the success of our partners.

It is fascinating to see how much we devote to partnership and all its facets throughout our work.

As your **value chain tech partner**, we will continue to drive forward innovation in the future. Combined with our organizational and implementation expertise, we turn our innovative endeavors not only into successful projects but also into long-lasting partnerships aimed at continuous improvement.

Even in times of extremely rapid change and crises that are impossible to predict, KNAPP will, for many decades to come, continue to be at your side as the reliable and stable family-owned partner you have come to know and trust. We have paved the way for this, through our investments in technology, our passion for what we do and the firm foundation of our ownership structure.

Enjoy reading this exciting issue, and I am very much looking forward to our joint future.

Gerald Hofer
Chief Executive Officer
KNAPP AG

CONTENTS

Intelligent Software

Our smart software products connect and integrate a wide variety of systems, producing a functioning network. This is why we associate intelligent software with the company value of **openness**. Approach each other with openness. Take the thoughts and goals of the person across from you seriously, give a friendly greeting when you pass each other in the hallway, use upfront communication in meetings, develop new solutions for new demands instead of being closed off to new ideas. Our company value openness is reflected in many facets of our daily work.

From Strong Values . . .

. . . to strong value chains

Openness. Courage. Appreciation. Creativity. Reliability. These five company values guide us in all our activities and our daily work. Our strong values make us versatile and allow us to slip into the right role, to be who our business partner needs us to be in the moment: reliable service partner, daring innovator or creative sparring partner for new ideas? Our employees bring these values into play as they contribute their own perspectives and abilities when working with our customers to design and implement future-proof solutions. You could even say that our values make us a better partner for you. This is exactly who we want to be: the best **value chain tech partner** for your success. This time we have linked each step of the value chain to one of our company values.

Open communication as key to success

Open and honest communication, starting with the first contact, is very important to us. This is the foundation for mutual trust and working in a partnership. At the beginning of a project, listening and actively asking questions is important to best understand our customers' business and their goals. For the implementation of complex automation projects, there may be up to three years between the first vision and the fully operational system. During that period, there will always be challenges to overcome and problems to solve. For us, open and honest communication are always the keys to success.
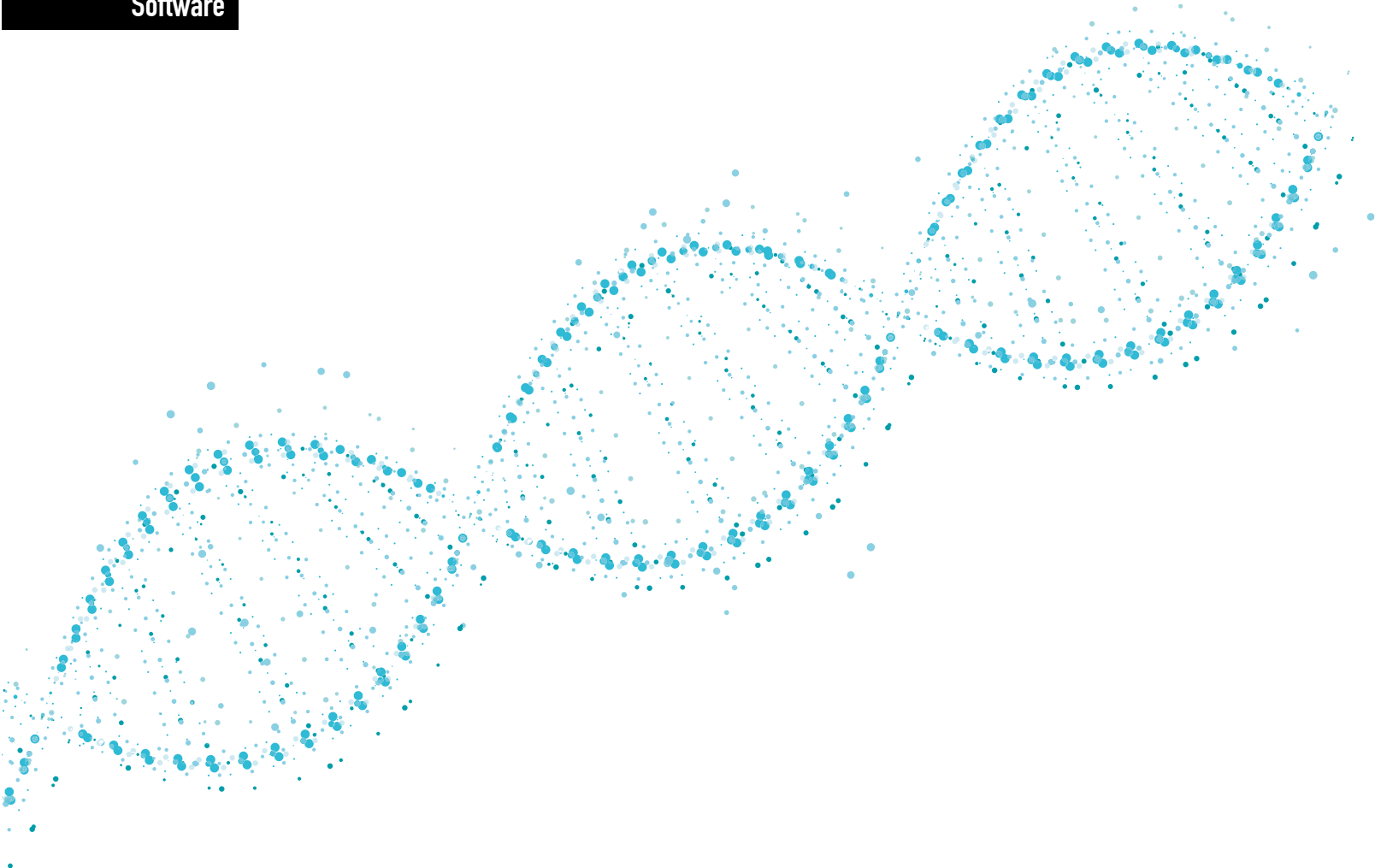
Bridge building with software

On the technical side, our openness is reflected in our software. Our software solutions KiSoft and SAP® EWM by KNAPP cover all the levels of the software hierarchy, from warehouse management and dynamic route planning to the control of individual optical sensors. At the same time, our software systems work with other software systems through interfaces. Such an intelligent communication network for the technologies brings added value to system operation. In addition to fully integrated solutions, our software suites can also be used with any equipment.

Long-term partnership

If you plan to work closely with someone over the long term, it's crucial to choose your partners wisely. This applies to both suppliers and strategic partners. One partner we have worked with for many years is our rack supplier, Nedcon, who has already supplied many racks worldwide for our shuttle systems. For us, being open for new things is important. There are many challenges to be tackled all along the value chain. That's why we bring other companies in as our business allies, who specialize in various technologies such as artificial intelligence or on-demand packaging.

"KiSoft Analytics supplies us with all the important data at a glance. With a smart foundation of data, we can handle the demands on Black Friday, and any other challenges that e-commerce will bring in the future."

Oliver Kraftsik
Supply Chain Director, Europe
ASOS

ERP	
KiSoft	**SAP® EWM by KNAPP**

"The transition of our warehouse into 24/7 support was done in phases so the KNAPP Service Desk team could become familiar with our EWM with all its features. We are completely satisfied with the support."

Gerald Goldgruber
Strategic Head
Process Management and SAP
Frutura

KNAPP's integrated warehouse management and warehouse control systems KiSoft and SAP® EWM by KNAPP control all processes and technologies in automated as well as manual warehouse areas. Along with management and control, KiSoft also provides analysis and data optimization for every step in the value chain.

Building Bridges

Intelligent software worlds create network for processes

Software takes care of many different tasks, from accepting incoming goods, calculating transport routes and determining KPIs to controlling mechanical components and more. As the foundation of every automated logistics system, software bridges the gap between logistics processes and links every step of the value chain. In this arena, KNAPP offers not one but two software solutions: **KiSoft and SAP® EWM by KNAPP**. With both variants, we pursue one mission: to provide the best of IT and automation technology from a single source.

Smart vertical integration

In every smart warehouse, software fulfills a liaison role. However, logistics expertise is also needed to make the intelligent integration of processes and technologies a reality. At KNAPP, we have the resources to combine the experience and expertise from more than 3,000 projects in warehouse management systems (WMS), warehouse control systems (WCS), and in analysis and optimization along the entire value chain. Our logistics software is scalable for every level of automation needed, integrating functions from production to distribution to point of sale and on to the last mile. The solutions therefore act as the central control system for the entire installation, regardless of whether the automation technology was provided by us or another supplier. Our vertical integration approach focuses on the use of fewer but proven interfaces and ensures that the logistics processes and machines interplay harmoniously with each other. At the same time, it reduces errors during data transfer and accelerates communication. *"We were looking for a partner who could not only supply the hardware but also the software intelligence. That's why we decided to work with KNAPP,"* Michael Carney, Global Director of Logistics J&W, Bulgari Ireland.

Customized or standardized?

No WMS software in its standard version can support all logistics and IT requirements. However, excessively customized solutions are not the answer either, as they don't allow releases and upgrades.

We take a pragmatic approach with our solutions: As much standardization as possible, as much customization as necessary. The standardized parts in a system allow releases even in a system with many adaptations/customizations. Our template solution for multiple warehouse locations is a proven winner. It allows the software to be implemented efficiently and is flexible enough to respond to changes in the market and extensions to the warehouse network. In other words, KiSoft and SAP® EWM by KNAPP can be tailored to perfectly suit any sector-specific requirement.

More details
in our blog

The smart easyUse user interfaces link humans and warehouse technology, making error-free and fast order processing possible. Employee satisfaction increases thanks to clear instructions and straight-forward feedback.

Simple operation thanks to easyUse

Software is nothing without the people who use it. Digital solutions are developed by people and for people. More than 1,800 software experts within the KNAPP group work on making automation technology easy to understand and easy to operate, all the while keeping in mind that our customers' employees ultimately act as the link between the software and the technologies. Wherever human and machine come into contact, for example at work stations equipped with screens, our solutions are designed according to the easyUse principle. The user interfaces on the screens are clearly structured using icons and colors, allowing an intuitive user experience and quick navigation through all process steps.

Software updated by retrofit

E-commerce, omnichannel retail and unexpected changes in the market are only a few of the constant challenges IT architects face. Can these challenges only be overcome with a new logistics system that features intelligent software? *"Our experience has shown that, in most cases, a greenfield project is unnecessary to update existing WMS and WCS. With KiSoft and SAP® EWM by KNAPP, we have specialized in retrofits – the equipment or warehouse technology supplier doesn't really matter,"* explains Gerald Lassau, Managing Director of KNAPP IT Solutions. Mr. Lassau summarizes KNAPP retrofits as follows: *"Our retrofits not only involve modernizing the technology, such as the PLC control systems, but also exploiting the opportunities*

the software offers. This means our retrofits are not just copies of customized logistics software. Instead, we optimize existing systems by providing standardization in line with best practice as well as the required adaptation to sector-specific requirements. What's more, our service includes ongoing 24/7 support for our customers with our ITIL®-certified Service Desk."*

On cloud nine

Cloud solutions are having their day in the sun. As your value chain tech partner, we not only spot the technological trends, we find out how they can generate added value for our customers. That's why we offer software products in the KiSoft cloud that can provide true advantage, such as KiSoft Analytics. Our analysis tool provides all the business-critical information at a glance, helping you to make the right operational decisions for the short term and the right strategic ones for the long term. As for data protection, we follow the highest IT security standards, and have these confirmed by an independent body.

i As you can see, our software solutions create a bridge between all warehouse processes, digitalizing them and generating added value along the entire value chain. If you would like to know more about our solutions, our experts are glad to help. Get in touch with us to find the right solution for you at **sales@knapp.com**.

Ground Control to Major Tom
Successful navigation along the value chain

Major Tom launched his spaceship successfully into outer space. As *Ground Control* informs Major Tom that his circuits are dead, he doesn't hear the message and remains *sitting in his tin can* in outer space. David Bowie's hero* illustrates how catastrophic it can be when valuable information cannot be transmitted. You may ask, what does this have to do with logistics? A great deal actually, because logistics companies also need a *Ground Control* providing data at just the right time – a control center that helps the responsible manager to have the right resources at the right location at the right time.

*Major Tom is a character from David Bowie's 1969 song *Space Oddity.*

A dashboard provides real time information about performance in the warehouse.

Graphic description: redPILOT® Operational Excellence Solution is a modularly designed Control Tower for logistics companies that integrates all the existing systems for intelligent decision making. The system optimizes the operative processes and helps logistics companies to navigate effectively along the value chain.

A *Control Tower* for smart decisions

Companies are producing more than 1000 terabytes of data every day. This corresponds to the memory capacity of 223,101 DVDs. This tremendous quantity of data produced by the company brings unprecedented potential with it – if you know how to use it. Making decisions based on data requires that the right information be filtered out and prepared in a comprehensible form. This is where the *Control Tower* comes into play: It functions as a universal platform that dynamically integrates all the existing IT systems in the warehouse. The resulting optimization of resource use leads to *operational excellence*.

Savvy planning

Changes in the environment and in the world economy are leading to disruptions more and more often. Companies who work efficiently and collaboratively along the entire value chain with their partners will be more capable of dealing with risks, and be profitable and customer-oriented in the future as well. That is, if you can count on your specialist personnel. The logistics sector is currently suffering from an acute shortage of personnel. Great shift planning that reflects employees' wishes, accounts for their competencies and creates variety in work, helps to keep qualified personnel happy and working for you. The planning tool therefore networks forecasts, personnel data, availabilities, competencies, performance and personal wishes such as carpools. Planners can therefore create a shift schedule with just a click, with the system automatically assigning the best qualified employees, optimizing both performance and costs and accounting for the wishes of individual employees. An integrated app for employees helps them manage their work hours and personal preferences, creating more flexibility. Control Tower thus reduces the work needed to manage data and optimize shift schedules for both companies and their personnel.

Peak performance for peak periods

An overnight delivery delayed by a week is a sure-fire way to have frustrated customers. For deliveries to arrive on time, warehouse shifts must be sufficiently manned, and machines must be up and running to perfection. For peak periods like pre-Christmas, Easter or Black Friday, your regular personnel can't process the exponential increases in demand by themselves. Temporary staff, however, are hard to come by and must be trained. As a result, warehouse performance suffers. Smart resource management therefore links the *Peak time recruitment* feature in the planning tool with the expected quantity of orders. This feature predicts how much personnel will need to be hired for each process step and coordinates this with a staggered training plan. This prevents performance losses and idle times before the peak takes place. An integrated CMMS (Computerized Maintenance Management System) additionally ensures that maintenance is planned and carried out ahead of time, also without influencing the order flow. This means lowered costs and satisfied customers – even during the most hectic times of the year.

The perfect workload. On point.

The dashboard provides information in real time on all the processes in the warehouse, allowing better control of the order flow. If a bottleneck or overcapacity develops somewhere, it alerts you. The Control Tower not only shows where these irregularities are taking place but, at the same time, also generates different strategies to address them. Employees with the right skills can be immediately reassigned. If the system detects that a shift will end sooner than planned, it suggests that personnel be sent home early. This information detects hidden potential that can greatly increase efficiency.

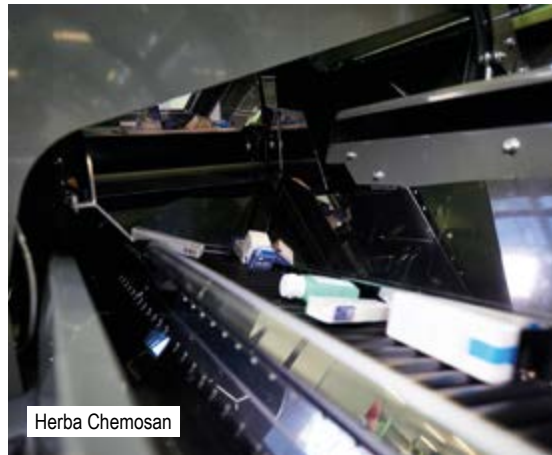## The naked truth – full transparency in real time

With just a click, the system solution breaks down the performance of processes, teams and even individual employees. Team leaders can see which employee is doing best in which process step and can discover where more training is needed. Managers can immediately detect a sudden drop in performance and check all the levels instead of searching for the error after the fact. Just like the automatic logging of performance and time

for system-supported processes, times and performance that are not system-supported can be logged using the redPILOT application teamKIOSK. This information is essential for value-added services especially, such as personalization or cleaning activities, so that customers can be charged for them in line with their costs.

In order to optimize processes in the logistics company, data must be intelligently interconnected. Furthermore, an AI component that intelligently learns from past data makes better forecasts. When companies use this potential, they can make more efficient decisions and accelerate their value chain. Unlike what happened to Major Tom, we don't abandon you; instead, we get you equipped for future growth.

More about redPILOT

Herba Chemosan

Herba Chemosan

Pankl Racing AG

Pankl Racing AG

"We can always rely on the efforts and competence of the KNAPP employees. During the lockdown and working from home, they managed to organize a spare part for a 30-year-old system part."

Peter Müller
Head Technician
Herba Chemosan

Smart Production

We are convinced that **reliability** is an essential quality, not only personally and in business in general, but also for production processes. Reliability is the cornerstone of a successful long-term business relationship. We are proud of the trusting and enduring partnerships that we have with so many of our customers.

Mission possible.
Spare parts for Herba Chemosan

We are connected to the pharmaceutical wholesaler Herba Chemosan through one of the longest partnerships in our company history. The company relies on our technologies at several locations in Austria. One example is their distribution center in Linz, where a KNAPP system has been reliably operating for decades. Of all the times it could have happened, in March 2020 during a national lockdown in Austria, a 30-year-old part decided to fail.

Team *spare parts management* kicked immediately into action to find the right spare part for the situation. This was no mean feat, because the older the system, the harder it gets to find spare parts and, to add insult to injury, the pandemic did not make the situation any easier. The team's efforts, however, paid off. The defective part was quickly replaced, securing the supply of medicines from the distribution center.
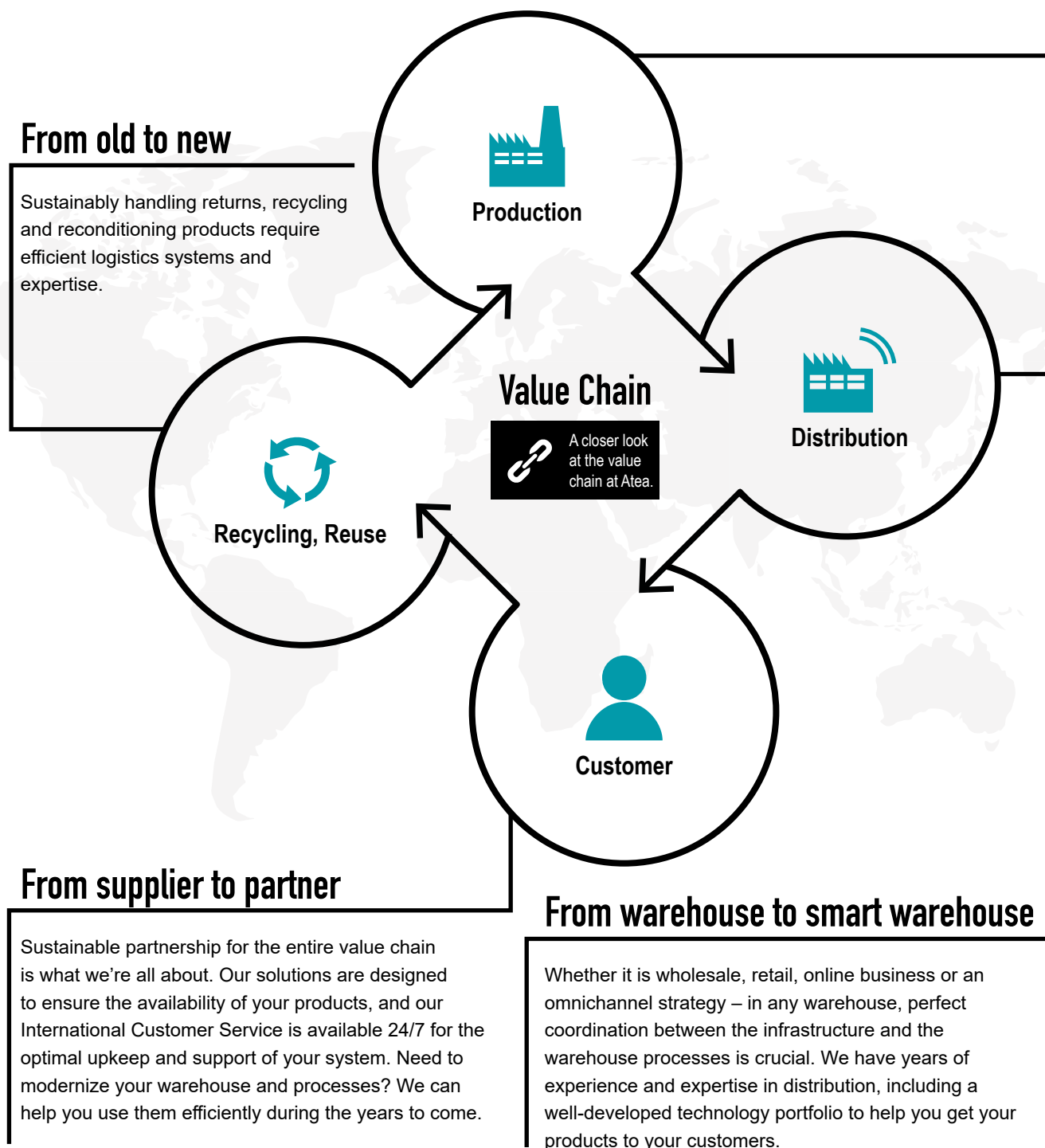
Pankl relies on a
zero-error strategy

Pankl Racing AG produces drivetrains for motorcycles and the world of motor racing. Pankl opted for an integrated solution from us that unites automatic and manual tasks in a smart assembly process. An automated small parts warehouse with shuttles that can move in all directions supplies the assembly work stations following the goods-to-person principle.

The latest in image recognition and processing technology verifies each work step and guarantees error-free drivetrain assembly as well as complete traceability. This makes it possible for Pankl to achieve their goal of implementing a zero-error strategy and customized traceability across the entire manufacturing process.

Smart Production
in the Cycle of Value Creation

From old to new

Sustainably handling returns, recycling and reconditioning products require efficient logistics systems and expertise.

Production

Distribution

Value Chain

A closer look at the value chain at Atea.

Recycling, Reuse

Customer

From supplier to partner

Sustainable partnership for the entire value chain is what we're all about. Our solutions are designed to ensure the availability of your products, and our International Customer Service is available 24/7 for the optimal upkeep and support of your system. Need to modernize your warehouse and processes? We can help you use them efficiently during the years to come.

From warehouse to smart warehouse

Whether it is wholesale, retail, online business or an omnichannel strategy – in any warehouse, perfect coordination between the infrastructure and the warehouse processes is crucial. We have years of experience and expertise in distribution, including a well-developed technology portfolio to help you get your products to your customers.

From production to smart production

Local stand-alone production sites

Create local and stand-alone production sites using automation

Perfectly timed production supply

Supply work stations and assembly lines just in time and just in sequence

Error-free production and transparency

Assure quality during the process by using innovative technology

Sustainable use of resources

Use digitalization and big data to optimize the use of resources

Flexibility for demand-driven production

Respond to fluctuations in production using flexible systems

Software as the key to smart production

Use tailor-made software for complex processes and structures

"We were able to increase our performance in the small parts warehouse by a factor of three. We no longer need a goods-in procedure. Picking has become significantly more efficient, and the consolidation steps are now carried out by the system, saving us a great deal in terms of cost."

Jörg Branschädel
Managing Director
Knorr-Bremse GmbH

"The flexibility we gain by using this system is incredibly valuable. We didn't have to install anything in production for the Open Shuttle. All it needs is the general travel paths and nothing else."
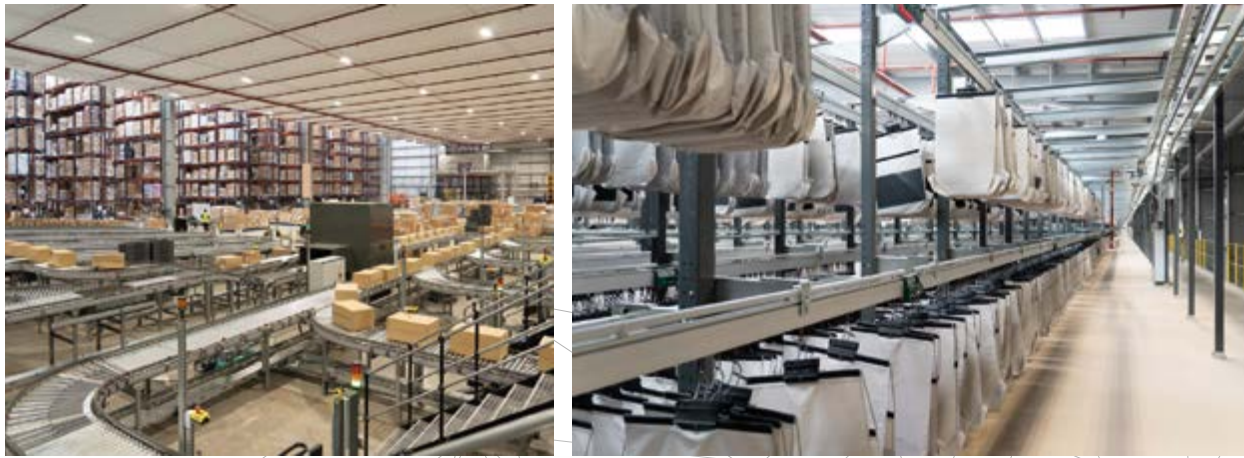
Dominik Huber
CEO
Digmesa Polyform AG

"Pankl has achieved a new level in production when it comes to the fundamental interconnection of all manufacturing processes, data on quality, operating data and assembly data – from the blank to the finished part. We achieve a high level of transparency and traceability and, therefore, high efficiency in processing."

Christoph Prattes
COO
Pankl Racing AG

Our customer Knorr-Bremse shows how it's done.

Take a closer look at the flexible solution at Digmesa.

Pankl relies on technology to avoid errors and ensure transparency.

Pictures ©The Very Group

"A fast, seamless fulfillment operation is vital for a great customer experience, and that's what we focused on when developing Skygate's highly automated technology."

Phil Hackney
Chief Operations Officer
The Very Group

Dynamic Storage

We use a creative process to fulfill specific customer needs for the storage and handling of articles. For us, **creativity** means making things possible. Translating complex requirements into the simplest and most efficient processes possible. Or finding new ways to use technologies and create more value. We use all our creativity to achieve excellence in logistics and to support our customers in becoming world champions in their field of business.

Creativity as a beacon in challenging times

March 2020: After about three years of work with British online retailer The Very Group, the startup phase of the giant Skygate fulfilment center began. The date just happened to coincide with the day that national lockdowns were announced in both the UK and in Austria. Part of the team of technicians was obliged to return to Austria, forcing the question: What next? In turbulent times, creativity is what helps us to find new paths and get over the hurdles. Working closely with our customer and our subsidiary KNAPP UK, the project team developed a protocol with which the startup of the system could be continued. Project manager Roman Sunitsch remembers, *"The technicians on site were our eyes and our ears." "Clear communication and close consultation were critical. We learned so much,"* added KNAPP Onsite Manager Graham Meakin. The team was successful. Despite the adversity, Skygate was started up as planned and is now the backbone of e-commerce fulfillment and returns management for The Very Group. By now, 95 percent of all orders are shipped from this location: During the Christmas period, 3.9 million orders were processed. The fastest order was ready for shipping within 17 minutes.
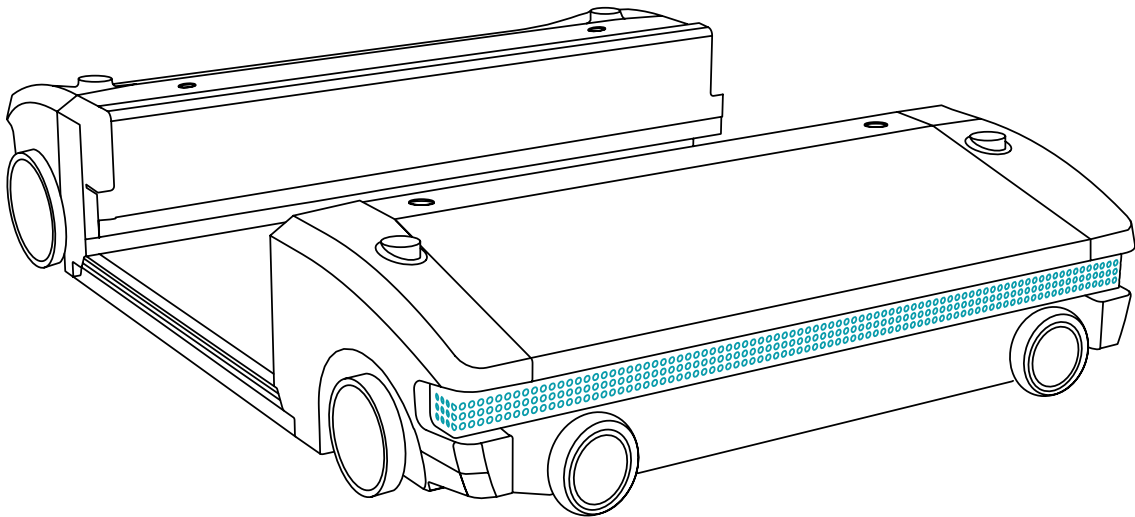
Find out more about Skygate 🔗

What does the perfect system look like?

That's a good question. The answer: The perfect system is different for each customer and depends on their individual goals and priorities. We are convinced that good automation balances the individual criteria of the customer such as investment level, number of employees, flexibility for the future, performance and the ability to deliver. *"The perfect system for the customer comes about in teamwork and close dialog with the customer. Creativity is important for finding the right combination of the right technologies, for getting the size right for the system and for finding new areas of application for the technologies,"* says Heiko Süß, Vice President of the Wholesale Business Unit. One example of this is the INDU-Store: It was originally designed to be used in pharmacies, but the system is also ideal for handling exclusive goods such as jewelry, watches or designer glasses automatically, providing secure storage and handling. The system is up and running at BVLGARI.

In Tune with Wholesale

The OSR – a system for all seasons

Transparency. Maximum system availability. Flexibility for growth. These are just some of the things that our customers are looking for in a logistics solution for their wholesale businesses. We do whatever it takes to provide what our customers want and show them how our OSR Shuttle™ Evo can help to manage all their requirements. It combines the best of all previous shuttles in an innovative new system approach.

100 percent access
Access all your articles at any time and from any connected work station.

Reliable through and through
Our OSR Shuttle™ Evo works in ambient temperatures from hot to below freezing and from sea level to high in the Andes mountains.

Use space optimally
Our shuttle expands upwards without needing more paved space. The OSR Shuttle™ Evo can reach more than 40 meters in height – that's more than 131 feet or 13 stories.

Secure storage
Luxury products are securely stored with full transparency thanks to the software.

That extra plus in flexibility
Autonomous Open Shuttles open up a whole new world with their connections.

A forever shuttle
We are always thinking in terms of the future and take on expansions as well as retrofits of existing systems.

Starring the indispensable OSR Shuttle™ Evo

This automated small parts warehouse not only provides space-effective storage for different types of goods or raw materials, it also delivers on intelligent and efficient processes for production and distribution.

Perfect for 3PL
The OSR Shuttle™ Evo has been designed to optimally support today's logistics processes while also having the necessary flexibility to integrate future processes or changes in products.

Much more than storage
One system to rule them all – it takes care of all the different tasks such as sequencing, buffering and storing the overstock.

Redundancy is great for systems
Since the lift and the shuttles run independent of each other, the system provides a very high level of reliability, with the added plus of being low-maintenance.

The distinctive system design of the OSR Shuttle™ Evo offers the possibility of decoupling performance and storage capacity from one another. The shuttles can change rack line system if necessary, allowing them to access all the articles on a single level. Each shuttle can reach each lift, forming perfect sequences.

Flexible scalability: Adapt the automatic warehouse system OSR Shuttle™ Evo to suit your requirements. Add more shuttles and lifts for more performance. Expand the rack lines for more storage capacity.

How it works:
OSR Shuttle™ EVO

The Retail Game

The mission: Find the hidden potential in your value chain to create a fully integrated fulfillment network that will bring a smile to your customers with a positive effect on your profit margin.

TIP Intelligent technologies for digitalization and automation increase the efficiency in every process step.

E-commerce
Shop anywhere, anytime.

What customers love about it
→ Huge selection
→ Low prices
→ Convenience and services

The challenge
→ Cost effectiveness
→ Same- and next- day delivery
→ Returns handling

Sustainability
→ Right-sized packaging
→ CO_2 reduction
→ One-touch fulfillment I zero-touch fulfillment

79 % of customers will buy again for free shipping and free return shipping.**

30 % of goods ordered online are returned.**

Production

Quality and data form the foundation in the prodiction
The quality of cosmetics is determined by how they are produced.

→ Checking raw materials
→ Digitizing product and lot number data
→ Process reliability
→ High storage density
→ Track and trace
→ High degree of automation
→ Cost effectiveness

Intelligent production networks
Intelligent distribution networks
Intelligent urban networks

Step 1
Step 2
Step 3

Peaks.
Peaks.
Peaks.

What do you do with all this data?
Holen Sie das Maximum aus Ihrer Wertschöpfungskette
→ Warehouse management and control – KiSoft or SAP® EWM by KNAPP
→ Quality checks in process – ivii.iriis
→ Seamless Track & Trace – KiSoft Analytics
→ Transparency as a basis for decision-making – KiSoft Pick & Delivery
→ Efficient resource planning – redPILOT
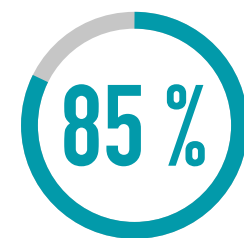→ Collect and manage master data – KiSoft Genomix

Omnichannel Fulfillment
Deliver anywhere, anytime.

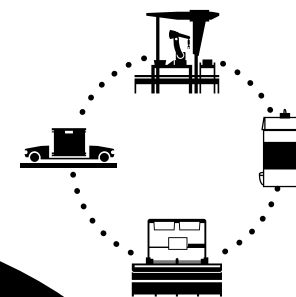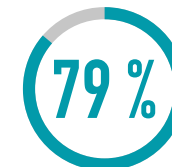This is how end customers are supplied as well as stores and regional hubs.

→ Reduce work at the store
→ Process online orders
→ Simplify processes
→ Increase efficiency
→ Store-friendly sortation

85 % of customers start a purchase on one channel or device and complete it on another.*

Micro Fulfillment I Nano Fulfillment
For urban areas: with more speed, flexibility and sustainability.

→ Intelligent urban supply
→ Home delivery by bicycle courier
→ 30 minutes from order placement to pickup

Automation at the point of sale

Experience
→ Feel
→ Touch
→ Enjoy

Advantages
→ Click and collect
→ Click and reserve
→ Digital signage
→ 24/7 checkout
→ More time for customer consultation
→ Contactless shopping

i Would you like to transform your supply chain into a modern fulfillment network or further optimize your network? Write us at **sales@knapp.com**.

Sources: * https://www.thinkwithgoogle.com/consumer-insights/consumer-trends/how-digital-connects-shoppers-to-local-stores/
** https://www.invespcro.com/blog/ecommerce-product-return-rate-statistics/

Herba Chemosan

Herba Chemosan

Takeoff

Takeoff

"True innovation will not arise from a conventional customer-supplier relationship. It takes a strong partner who knows that innovation means hard work and the stamina to see things through to completion, to bring an idea to production."

Franz Mathi
Chief Operations Officer
KNAPP

Innovative Distribution

For us, innovative distribution means having the courage to question the status quo and to forge new paths. We are innovators and have made it our goal to use our technologies for digitalization and automation to better connect the world. Someone once said that there is a fine line between genius and insanity. When someone says, *"That's crazy, that can't be done,"* then our interest is piqued. With this approach, through so-called crazy ideas, a bit of **courage**, comprehensive expertise in our sectors, persistent tinkering and tweaking and last but not least the collaboration as partners with our customers, we have made our mark on the world of logistics.

From a crazy idea to a pharmaceutical classic

Our company founder, Günter Knapp, was well-known for his unbridled spirit of invention. One of his most game-changing innovations was certainly the A-frame automated picking machine for pharmaceutical wholesale, which was designed to provide a rapid and reliable supply of medicines to a growing population. As it so often is with truly great ideas, they are ahead of their times. The idea, conceived in the 1950s, only gained foothold in the 1980s, the era of the automated picking machine. Thanks to the automated picking machine, pharmacies could now receive deliveries several times a day, quickly making the machine a classic concept for the pharmaceutical sector. In the 2010s, genius and courage was again needed to develop a new solution that would fulfil the new legal requirements for end-to-end tracing of medicines. The result: Vision Central Belt, which combines a modern camera system with software allowing track and trace to be fully implemented in the sector. New picking machines, but also the older ones, could be equipped with this system. This allowed the classic system for pharmaceuticals to make the leap into the future.

More about our Healthcare solutions 🔗

Supplying people in urban areas

Today, more than half of the world's population is living in cities, and according to an estimate made by the United Nations, by the year 2030, more than 60 percent of the world will be living in urban areas. Space in these urban centers is becoming more and more critical and the question remains: How can the people in urban areas be reliably, sustainable and efficiently supplied? We are convinced that intelligent digitalization and automation play a critical role. In the future, it will be about breaking free from the four walls of the traditional warehouse and creating new, intelligent fulfillment centers that are physically and digitally networked with each other. With our partners, we've already developed a few ingenious solutions for the last mile and intelligent urban networks. For example, micro fulfillment centers, or MFCs, are automated mini-warehouses that are connected to supermarkets. New services addressing the new trends demanded by customers, such as click and collect or home deliveries of groceries, are therefore ready within two hours. Our innovative spirit is active in other areas too: from automated shops to concepts for supply to hospitals, innovative blister pack automation or software solutions for dynamic route planning. We look forward to planning daring ideas with our partners in the future.

Zero defect warehouse focuses on patient safety

And on an error-free supply chain

Healthcare logistics faces strict regulations, from the manufacture of a medicine to its dispensing to a patient at the point of sale. Our zero defect warehouse forms the basis for compliance with the law and improving patient protection. Thanks to our smart automation solutions, we not only detect errors early on but even prevent them in the first place.

More time for consultation at the pharmacy

Apostore helps out

A customer buys four different medicines, which are all stored in different locations. Qualified personnel spend a great deal of time just looking for and retrieving the desired goods. Apostore, our automated system solution for pharmacies, is the remedy and allows the employee time to concentrate on the customer, giving them the undivided attention they deserve.

Technology partner for pharmaceutical wholesale

For a secure supply chain

Pharmaceutical wholesale is delivering to pharmacies up to six times a day. In order for everything to run without errors, our data-crunching logistics system controls the underlying processes. Proven classics from our system portfolio such as the Central Belt System, Pick-it-Easy Robot or the KNAPP Store, are controlled centrally by our own KiSoft software.

From Pallet to Pill

Prompt and safe medical care

Patients all want one thing: to be cared for quickly and easily with the right remedies. Automation solutions help to ensure that medicinal articles are available in the right quantities. From producer to wholesaler to pharmacy, our technology portfolio includes the right solution for every area in the healthcare value chain.

Well provided for at the hospital

KNAPP Hospital Campus

Numerous processes in a healthcare facility need to run like clockwork to ensure optimal care for patients. Our KNAPP Hospital Campus automates hospital logistics. For the seamless supply of medicines, ward supplies, meals or sterile surgical instruments, our KiSoft WMS software controls an OSR Shuttle™ Evo, where everything is in its place.

The patient at the forefront

Solutions as individual as people

Putting even more focus on the patient, we are taking completely new directions and offering system solutions that focus strictly on the needs of the end customers. For our central dispensaries and hub and-spoke systems, innovative automation solutions such as Pack2Patient or Daily Dose are used for intelligent and efficient single item handling.

CONTENTS

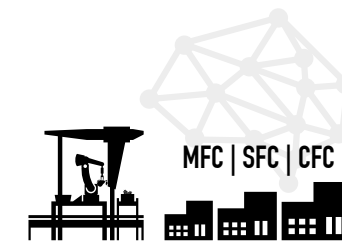# The Right Ingredients for Your strategy

Intelligent solutions for the entire food retail network

Today, consumers want to shop for their groceries in different ways. Intelligent automation solutions can cover important elements of the food distribution of today. Matching the strategy of our customers, we choose the optimal solution from our solutions and technologies portfolio. Let's look at the fantastic new ways of handling the distribution of our foodstuffs and the cutting-edge technologies that are making it all happen.

Online order
Consumers face a variety of limitations when it comes to grocery shopping. Some work all the time, while some are less mobile than they would like to be. Others live in more remote areas, and some just hate lugging beer crates into their home. For all of these people, online shopping provides an easy and convenient way to get the shopping done.

E-commerce fulfillment
Depending on the size and demand, consumers' online orders are processed in Micro, Suburban or Central Fulfillment Centers. Here, thanks to the talents of innovative robots and people working at state-of-the-art work stations, even delicate groceries such as fruit and vegetables are in safe hands.

Delivery
Fast. On time. Flexible. Delivered to your home or to a selected pickup point. Whatever suits you. The possibilities for the last mile are many and inexpensive. This is maximum convenience.

At the store
Shopping in a supermarket is definitely an experience for all the senses. The large selection, the innovative products, the special offers! It inspires the creative cook in us all. The goods on the shelves at the supermarket are always fresh. How does this happen?

The background solution
A highly automated warehouse means that groceries are delivered to the food retailer in the exact reverse sequence on the load units that is ideal for replenishing the shelves in the stores.

Return of empties
Empty beverage crates can be returned to the store. Moving on to the automated empties sorting system, they are quickly processed before being refilled and put back on the shelves.

Shop around the clock: 24/7
It's Sunday afternoon. Friends are coming around but you've no wine to serve. Here's where the 24/7 store around the corner comes to the rescue. Shopping at any time and paying contactless – it's just so convenient.

Our solutions make grocery shopping easy and convenient. We address the needs of our food retail partners and create the right logistics solutions for their business. This includes 24/7 online shopping with flexible last mile concepts, omnichannel models and contactless in-store concepts as well as solutions for store deliveries. Our automation concepts for the food retail sector optimize the entire value chain. Finally, no solution is complete without state-of-the-art technologies and software packages.

Sector specialization creates added value

Each customer and every business model is unique, and there are also huge differences between different sectors. A pharmaceutical wholesaler has completely different requirements than an online retailer, who again has a different aim than a supplier for the automotive sector. The processes and the automated system must reflect these special requirements. To optimally address the sector-specific requirements, a while ago we organized ourselves into business units: For our customers in each of our core business areas, there are representatives and experts for that business for consulting, sales, project engineering, planning, project management and customer service.

"The central mission is getting the right people working on the project with our customer at the right time. This greatly simplifies complex project processes, allowing us to implement them with greater efficiency and to respond even faster to new demands."

Heimo Robosch
Executive Vice President
KNAPP

Last Mile

Consumer behavior is constantly changing, and there are many ways for the end customer to get their goods. We **appreciate** individual needs and adapt the designs of our solutions accordingly. We offer tailor-made technological solutions, so you can reach your customers right where they are. Appreciation can be shown in many different ways during our daily life, such as using available resources with care. The best thing about appreciation is that it costs absolutely nothing but can be priceless for the other person.

Mindful treatment of our world

Sustainability, climate change, CO_2 reduction: These ideas are changing our world. To be honest, the logistics sector is not exactly eco-friendly. Companies as well as individuals have the opportunity to take steps to conserve resources and to make our world a little bit better. Don't let the perfect be the enemy of the good, however, is an important guide. We contribute to sustainability, for example, by supplying electricity to our headquarters and production in Hart bei Graz almost completely through solar power from our solar panels. Our automated systems also have a lot to show in terms of sustainability:

- **One-touch/zero-touch handling:** Shorter paths and optimal processes using software
- **Intelligent storage strategy:** Every item in the best possible location, managed by KiSoft
- **Braking energy recycled:** Braking energy from the shuttles and lifts is recuperated
- **Right-sized packaging:** Cartons are tailored to the size of the order, requiring less dunnage and transporting less air in the truck
- **Preventing returns and complaints:** Intelligent ivii.iriis image processing system ensures quality
- **Intelligent fulfillment networks:** The right strategy increases sustainability and efficiency
- **System retrofits:** A bit of polishing by our retrofitting experts can bring a shine to old systems
- **Decreasing the footprint:** We expand upwards instead of paving over spaces

All of our company values together form a stable foundation for growth as we design the value chains of the future together with our customers.

CONTENTS

The pocket sorter system is a master at processing flat-packed and hanging items together, a talent that raises the flexibility and efficiency of the system.

More about our solution at Marc Cain

Challenge Accepted.

The challenges in fashion are the challenges we like to have

You have probably faced one or the other challenge. We are often on the lookout for something new, something that will help us develop. But sometimes we encounter unexpected quandaries, which must be overcome. As Henry Ford once said, *"if you always do what you've always done, you'll always get what you've always got".*

Customer behavior is dictating the challenges

The fashion industry is known for its countless issues. But why does it have so many? The explanation is obvious, if we think about the end customer: Today, the worlds of physical and virtual shopping are merging. Shopping is becoming an experience. Goods are not sold off the rack but are tailored to personal taste. And if after all that something doesn't fit properly, the goods can easily be sent back, free of charge. This customer behavior results in complex logistical quagmires. We'll show you what these challenges mean for logistics, and how you can master the them with the help of our intelligent solutions.

Individuality matters
Mass customization is booming. Fashion is one area in which we particularly like to add a personal touch to our new favorite items.

Customization has become increasingly important, along with the usual value-added services such as price marking and re-labelling. These requirements increase the level of difficulty in terms of container transit times, consolidation costs and quality standards. Standard versus personalized item ratios pose the biggest challenge for value-added services, especially in omni-channel transactions. Our proven shuttle system OSR Shuttle™ Evo performs optimally in terms of order processing and offers generous space for a growing assortment.

More time for consulting
The word is retailtainment. The time spent in-store should become an experience. For this to happen, staff must provide their customers the attention they need.

For store-friendly delivery, the preceding distribution logistics must fulfill the sortation criteria for each store. Depending on the layout in the stores, this function provides 100 percent sequencing. This means that all the articles of an order carton are filled and packed in a 100 percent sequence, to save store personnel as much time as possible when stocking shelves. The solution system behind these intelligent and efficient processes is our OSR Shuttle™ Evo.

Too big. Too small. Return it.
Convenient return options have long been an integral part of the online shopping experience.

Our innovative pocket sorter system provides access to every single item, as every article is paired with a RFID transponder and can therefore be automatically and continuously tracked. This is a huge advantage, especially for returns handling. The warehouse management system is informed that a returned item is available for sale again as soon as it arrives in the warehouse. A decision can be made on an article by article basis as to whether and when the article is needed; for example, there may already be a new order for the article, or a new order for it is expected soon.

The perfect solution: OSR Shuttle™ EVO

Meet us at MODEX 2022

Booth #B6811

MODEX 2022
GEORGIA WORLD CONGRESS CENTER
ATLANTA | MARCH 28-31
MODEXSHOW.COM
powered by MHI

See how you can achieve end-to-end value creation.
Attend our on-floor seminars.

Robots: Ready for Real Retail Fulfillment
Monday, March 28 @ 10:30 am – 11:15 am in DCVelocity's Transportation & Logistics Theater

New Fulfillment Models for Omni-Flexible
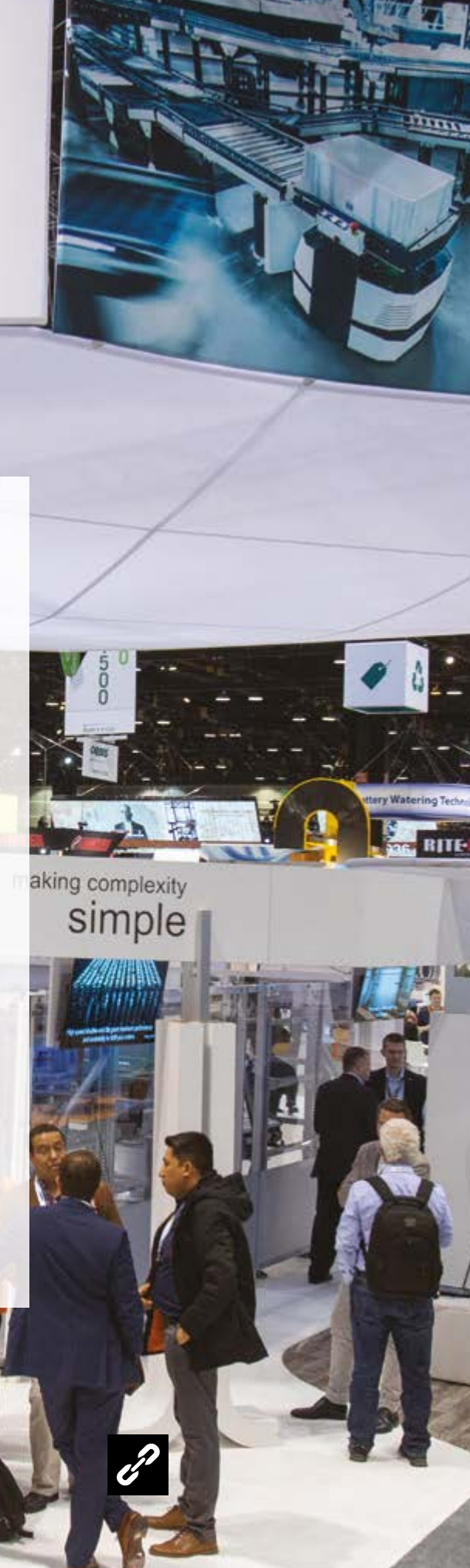Monday, March 28 @ 3:30 pm – 4:15 pm in Theater A

Online Meets Instore: Software-Driven Shopping
Tuesday, March 29 @ 3:45 pm – 4:30 pm in Micro-Fulfillment

Design Considerations for Micro-Fulfillment
Wednesday, March 30 @ 10:30 am – 11:15 am in Theater C

Look! It's a bird. It's a plane. No, it's SuperSorter
Wednesday, March 30 @ 2:15 pm – 3:00 pm in Theater G