



Picture left: In over 96 percent of cases, the Kardex Mlog Remote Support service led to success. Image right: "In the future, the use of Remote Support could increase to 80 to 90 percent." Rainer Busch, Head of Life Cycle Service and member of the Kardex Mlog Management Board. Photos: Kardex Mlog

Kardex Mlog / Life Cycle Service

Service also for third-party systems

Neuenstadt, 27.01.2021 – Kardex Mlog has once again optimized maintenance and repair for their automated warehouse customers by relying now more than ever on remote services. Over 96 percent of Kardex Mlog Remote Support cases led to success. During the rise of the Covid-19 pandemic, many in-person visits were avoided, yet plant availability still increased. Remote Support enabled the Life Cycle Service division to further expand its sales and customer satisfaction levels last year. This concept (which consists of six service modules) is also available for third-party supplier plants.

The Life Cycle Service supports logistics systems throughout their entire life cycle, ensures maximum reliability and keeps their technology up to date. Customers can configure a customized maintenance concept based off of six service modules. With the Support Services Module, Kardex Mlog offers repairs on-site or via a remote diagnosis, supported by augmented reality. An on-call service and 24/7 hotline complete the portfolio. Other service modules focus on spare parts, training and consulting, predictive maintenance, service agreements and safety. This includes not only UVV inspections, DGUV-V3 testing, compliance with accident prevention regulations and safety instructions, but also the annual, mandated rack inspections in accordance with EN 15635. Rack inspections often reveal defects that need immediate care. In the event of damage, warehouse managers face high penalties and legal consequences if workers are injured as a result of inadequately secured

racking. "We offer our customers an all-around service with just one central contact for the entire system," emphasizes Rainer Busch, Head of Life Cycle Service and member of the Kardex Mlog Management Board. With this in mind and based on positive customer feedback, his team also provides technical services for systems not built by Kardex Mlog.

As one of the first suppliers of integrated material flow systems and high-bay warehouses, Kardex Mlog recognized the potential of the remote process early on and has consistently expanded and developed it ever since. The warehouse automation provider has already implemented several hundred Remote Support solutions since 1997. Today, 75 percent of Kardex Mlog's support services for automated warehouses are performed remotely. Busch is convinced that, "in the future, this will increase to 80 to 90 percent".

The presence of external service technicians in a company's own warehouse is only necessary in rare cases. Driving this development is the increasing networking of plants, particularly Industry 4.0 and the associated Smart Service Solutions from Kardex Mlog. However, the development also depends on the qualification level of the plant's employees. For example, suppose a hardware defect is diagnosed during remote maintenance. In this case, some parts can be replaced by the customer himself / herself in close coordination with the hotline and augmented reality (if he/she has the relevant basic knowledge). With the proper training, a customer can significantly reduce the maintenance costs of their automated warehouse. Kardex Mlog further supports this by actively promoting the service module "Training / Optimization / Consulting". In addition to operator training, the company also offers maintenance training and system training for logistics management.

For more information, see:

www.kardex.com

About Kardex Mlog

Kardex Mlog (www.kardex.com), located in Neuenstadt am Kocher, Germany, is one of the leading suppliers of integrated material handling systems and high-bay warehouses.

The company has more than 50 years of experience in the planning, implementation and maintenance of fully automated logistics solutions. The three divisions: Greenfield Installation, Modernization and Life Cycle Service are based at the company's own production center in Neuenstadt. Kardex Mlog is part of the Kardex Group and employs 300 people - revenues for 2019 were 79 million euros. For additional information about the Kardex Group, visit www.kardex.com.

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