

KNΔPP

KNAPP at a glance

- Corporate Headquarters in Hart bei Graz, Austria
- Specialist in warehouse logistics and warehouse automation
- Turnover 2014/15: ~ € 452 million
- 3,000 employees worldwide, with two thirds located in Austria
- 19 subsidiaries and 13 representative offices in Europe, North and South America, as well as Asia, South Africa and Australia
- 98 % export quota
- More than 1,700 installed logistics systems worldwide



LET'S TALK ABOUT SERVICE

Service headquarters in
Graz and Leoben,
Austria

Service
innovation

More than 500 service
employees worldwide

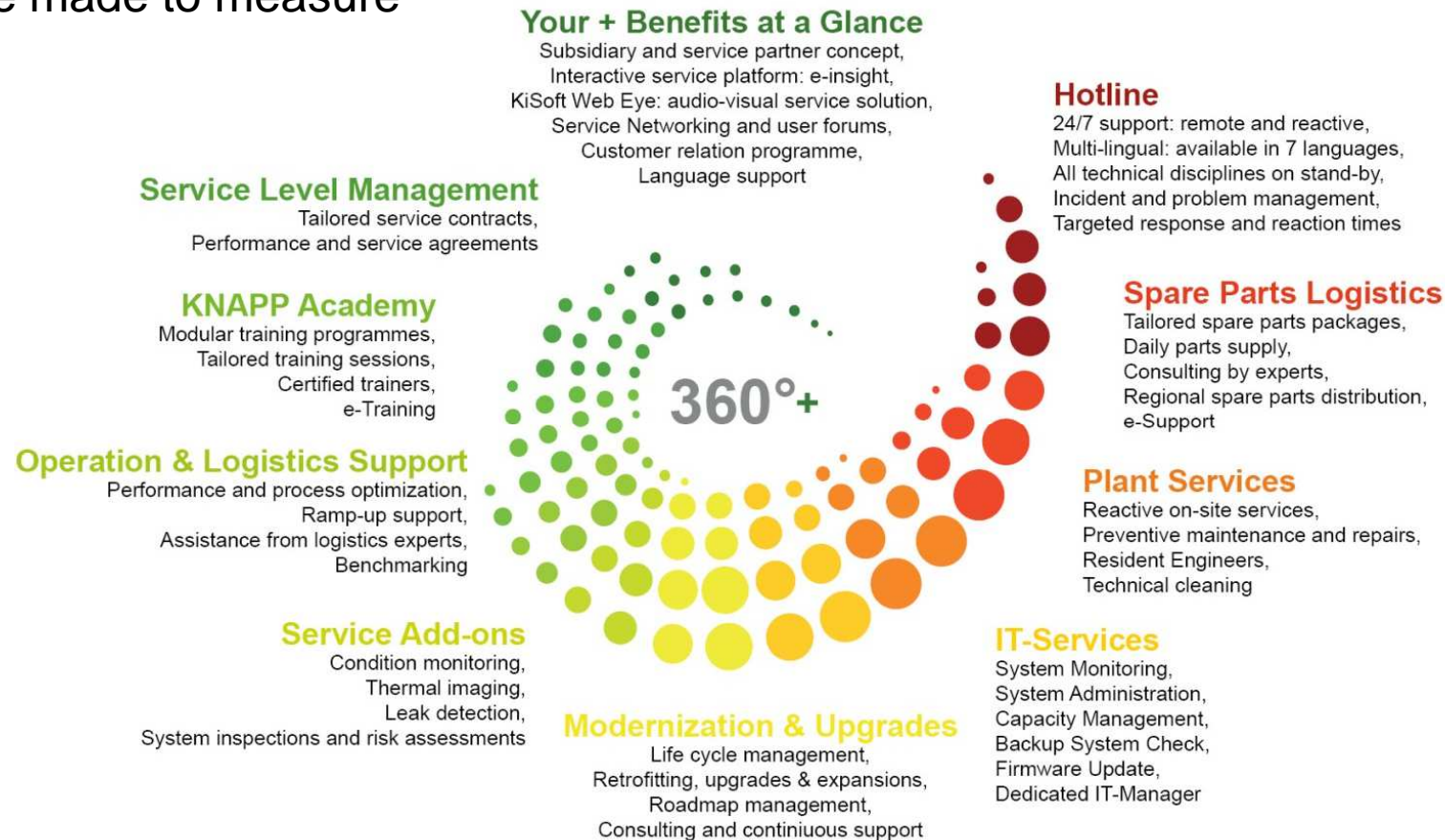
Turnover 14/15
€ 100 Mio.

More than 1.700
installations worldwide

“our service for
your success”

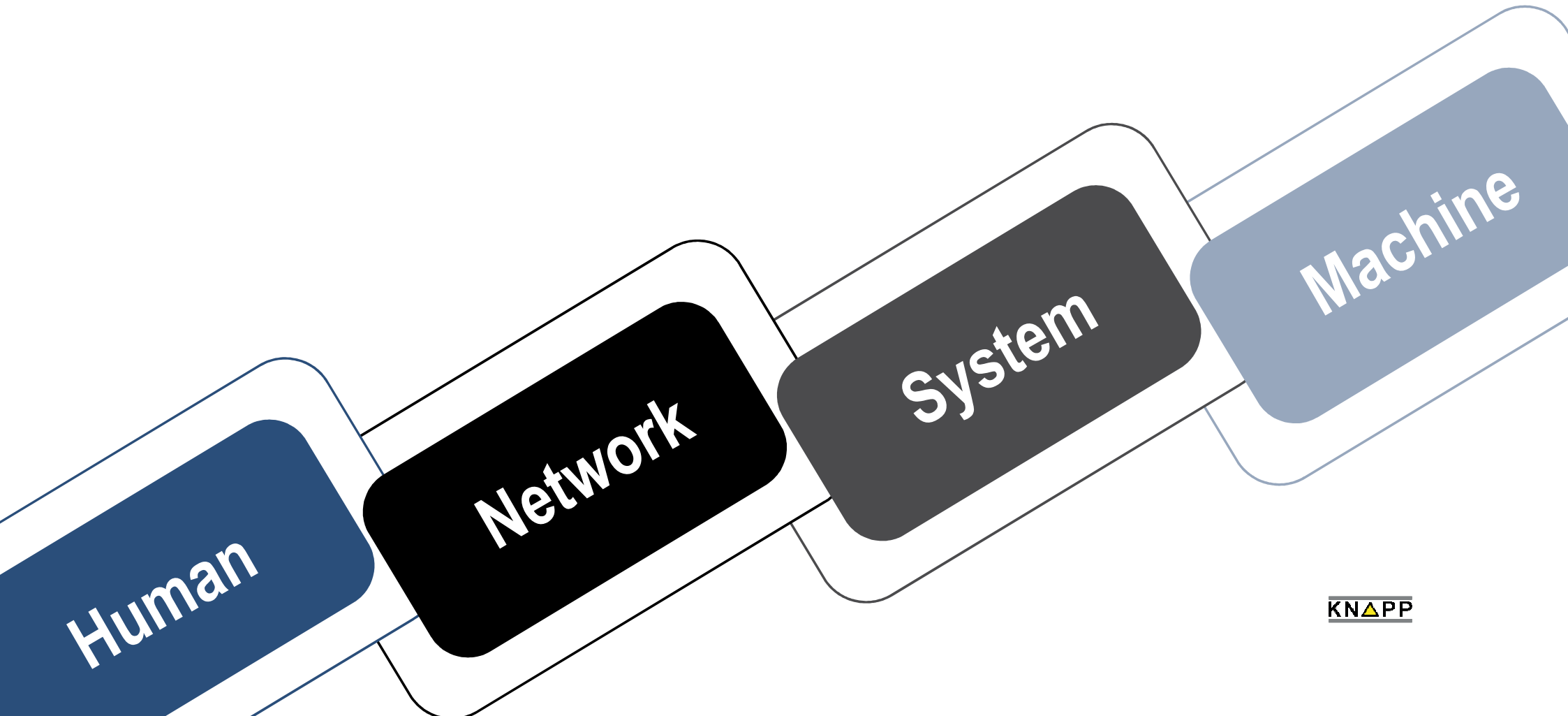
Recipe for success: System Support 360°+

Service made to measure

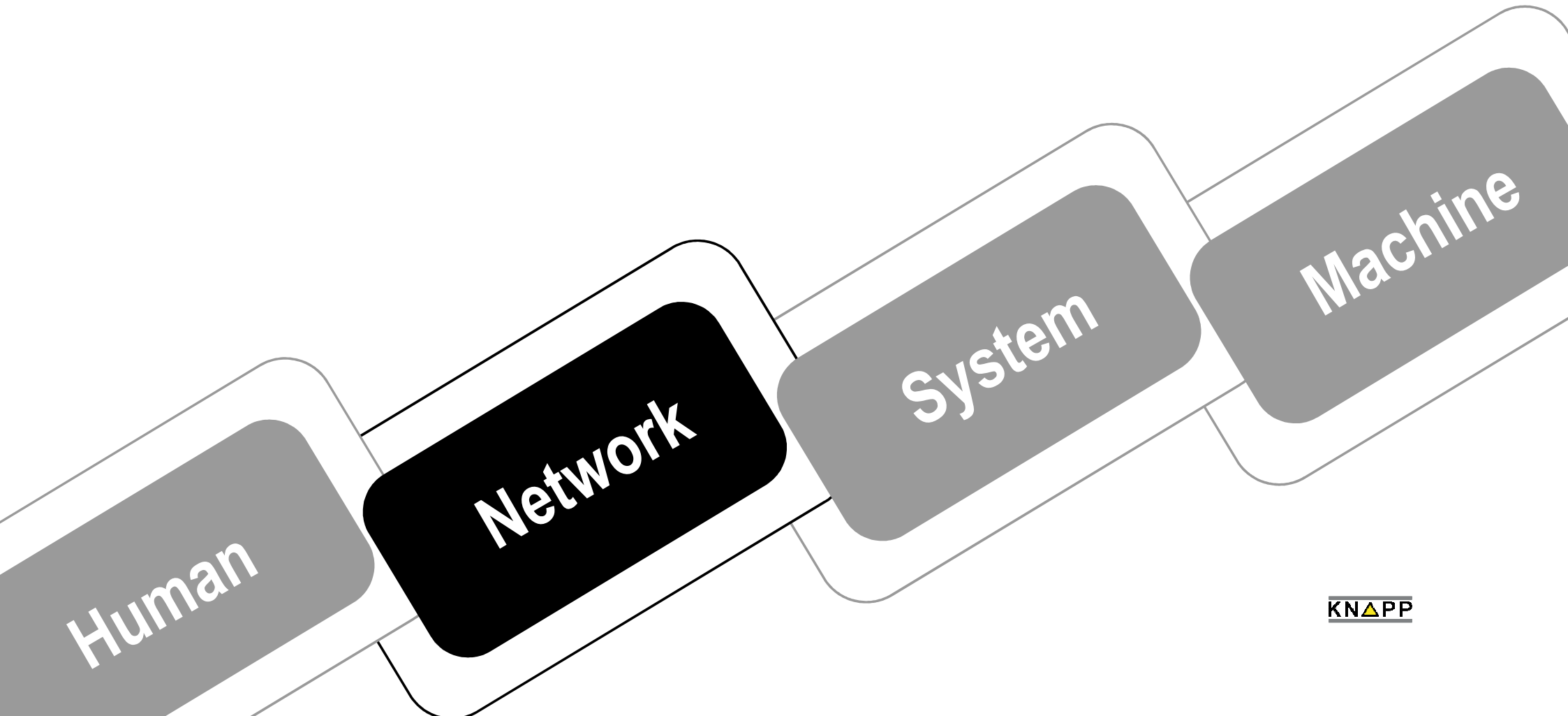


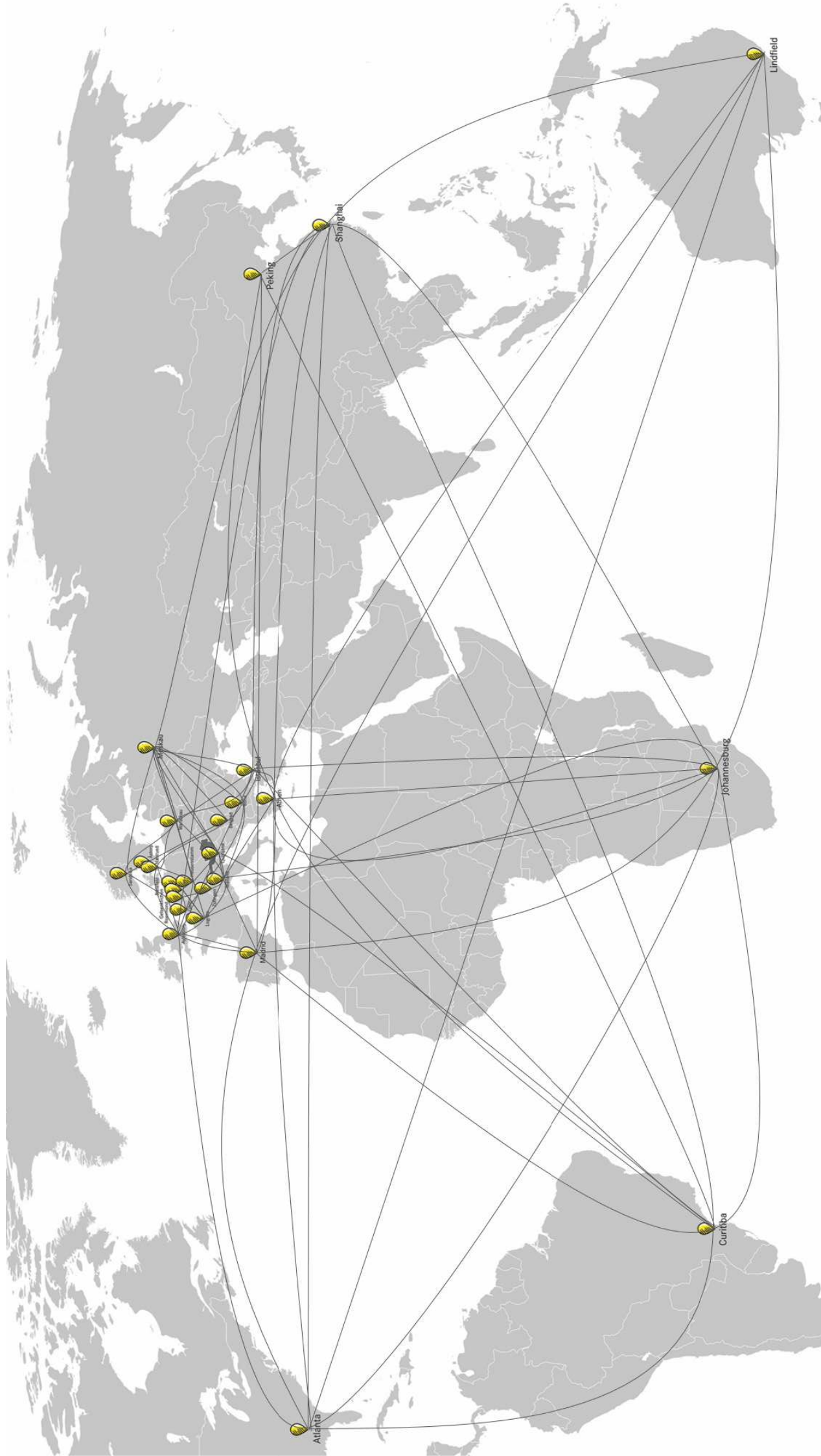
LET'S GO SERVICE 4.0™

SERVICE 4.0™



SERVICE 4.0™



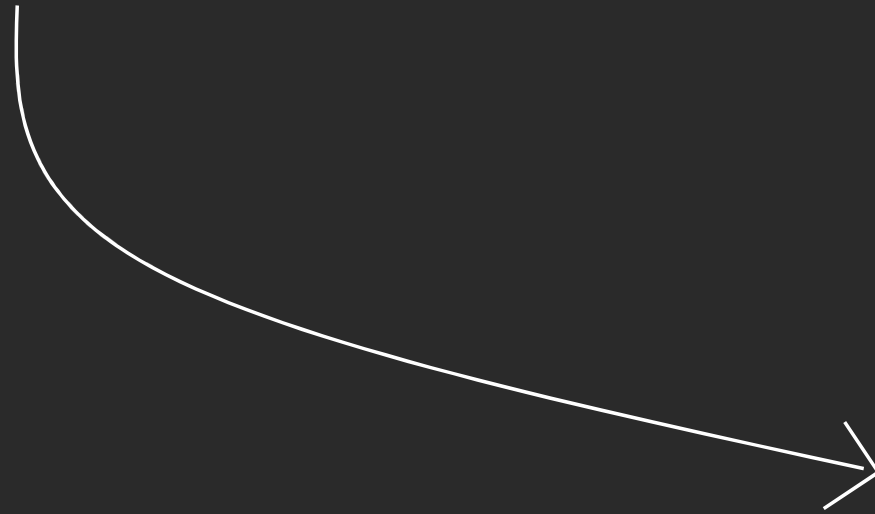


Styrian Service Cluster

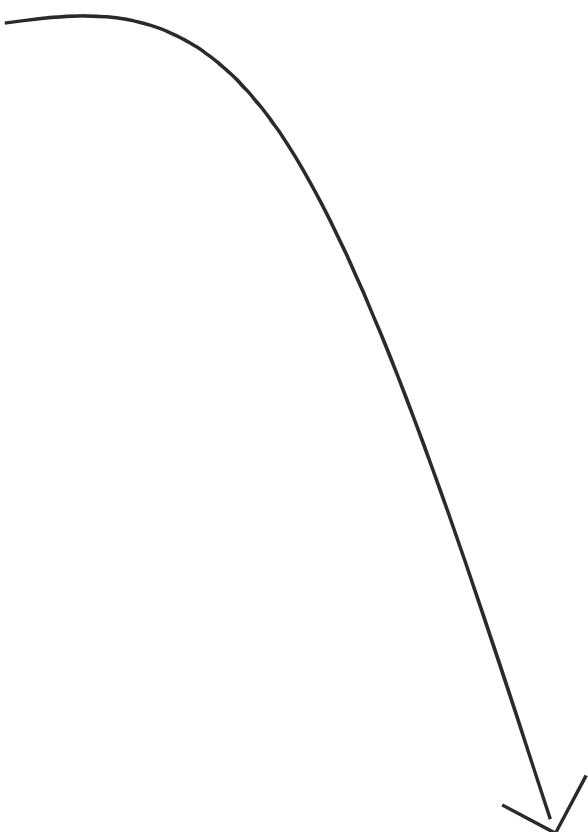


styrianservicecluster.com

Who we are?



We are an association
of renowned and internationally operating companies
with related service activities and goals



The Styrian Service Cluster expressed in figures

17

Members



~ 63.700

Employees of
member companies



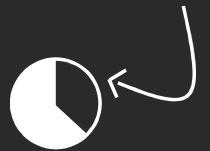
~ 14,826 MRD €

Total turnover



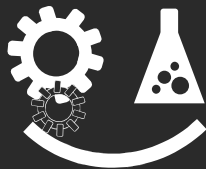
~29%

Rate of
service turnover



15

R&D institutions



90,2 %

Rate of exports of turnover



5,82%

R&D rate



17
Members



1
Research project
originated within the
Styrian Service Cluster



51
Events,
expert lectures
as well as internal
meetings



6
Ongoing
working groups



The Styrian Service Cluster

since March 2012

1
Registered
trademark
Service 4.0™



4
Ongoing
cooperation
conversations



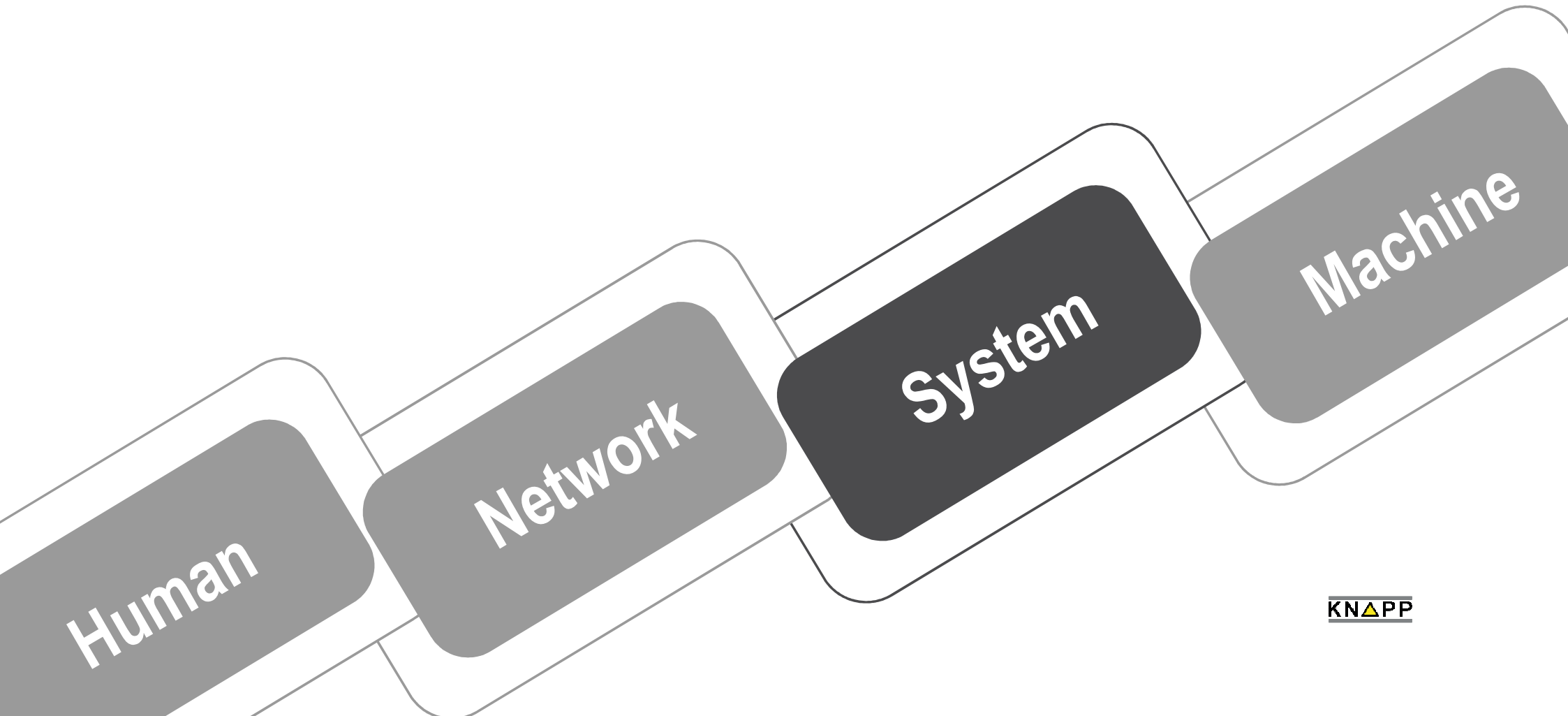
1
Website &
forum

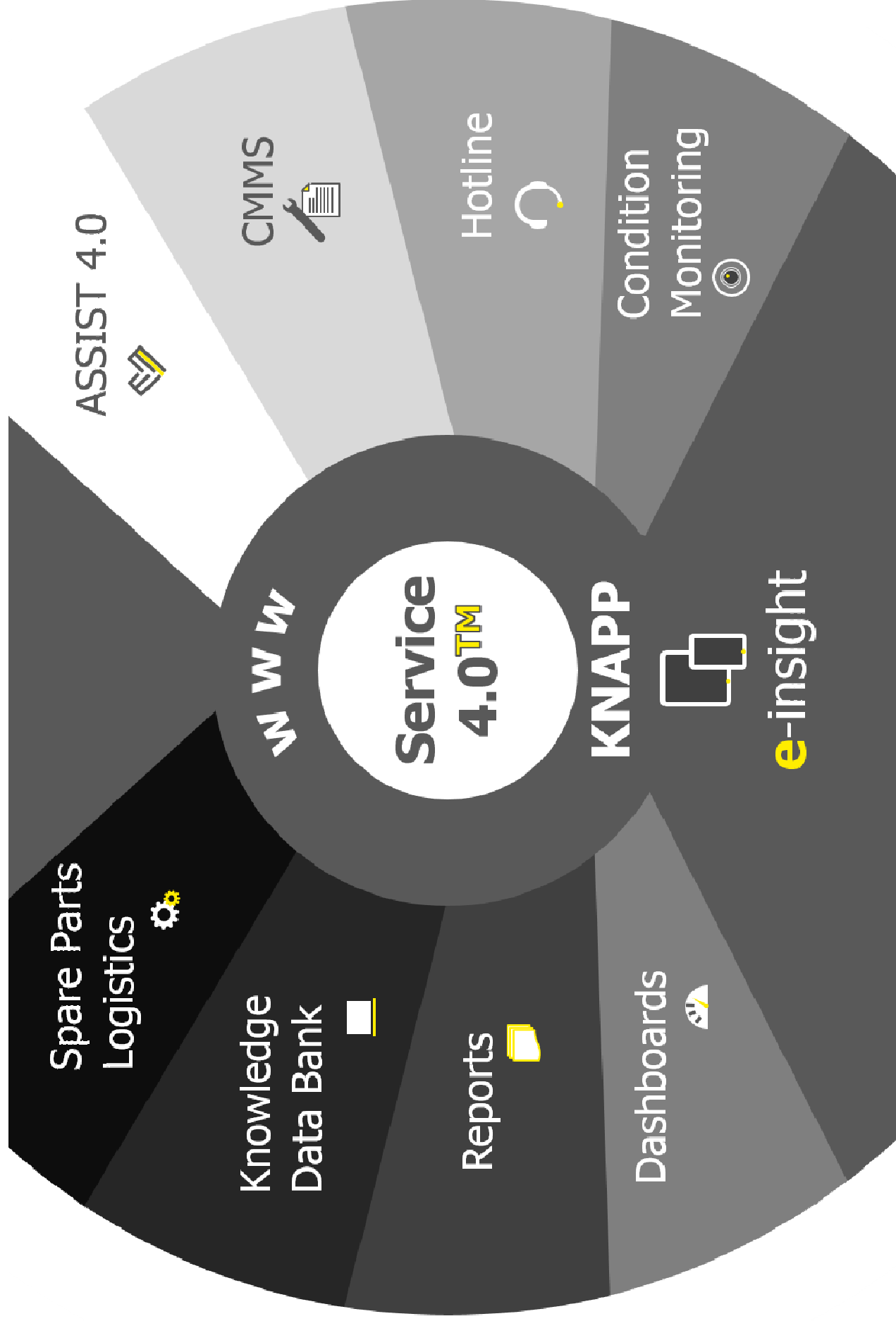


~10
New requests/
year

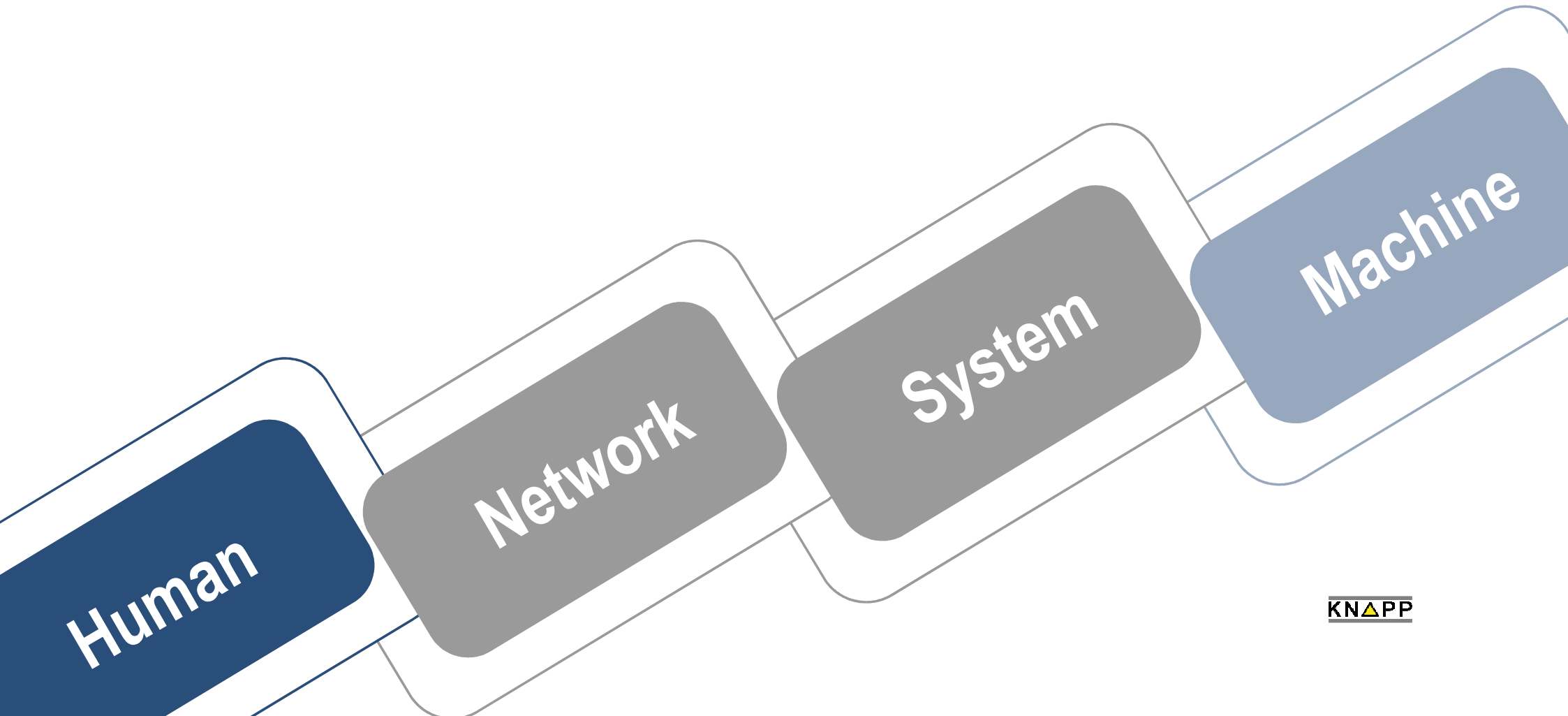


SERVICE 4.0™





SERVICE 4.0™





ASSIST^{4.0}

The project ASSIST 4.0 aims the development
of **mobile context-based** assistance systems
for an **intelligent production**
in regards of
human-machine-data-interactions.



Knowledge and
Communication

Goals

Development of a digital assistance system with the aim of:

providing the right information, at the right time, at the right place and in the right quality

Focus: The human being = user-centered requirement management

Knowledge generation and – scaling at maximum user acceptance



ASSIST^{4.0}

Value

Self-learning System:
„YouTube for the industry“

Training on the Job

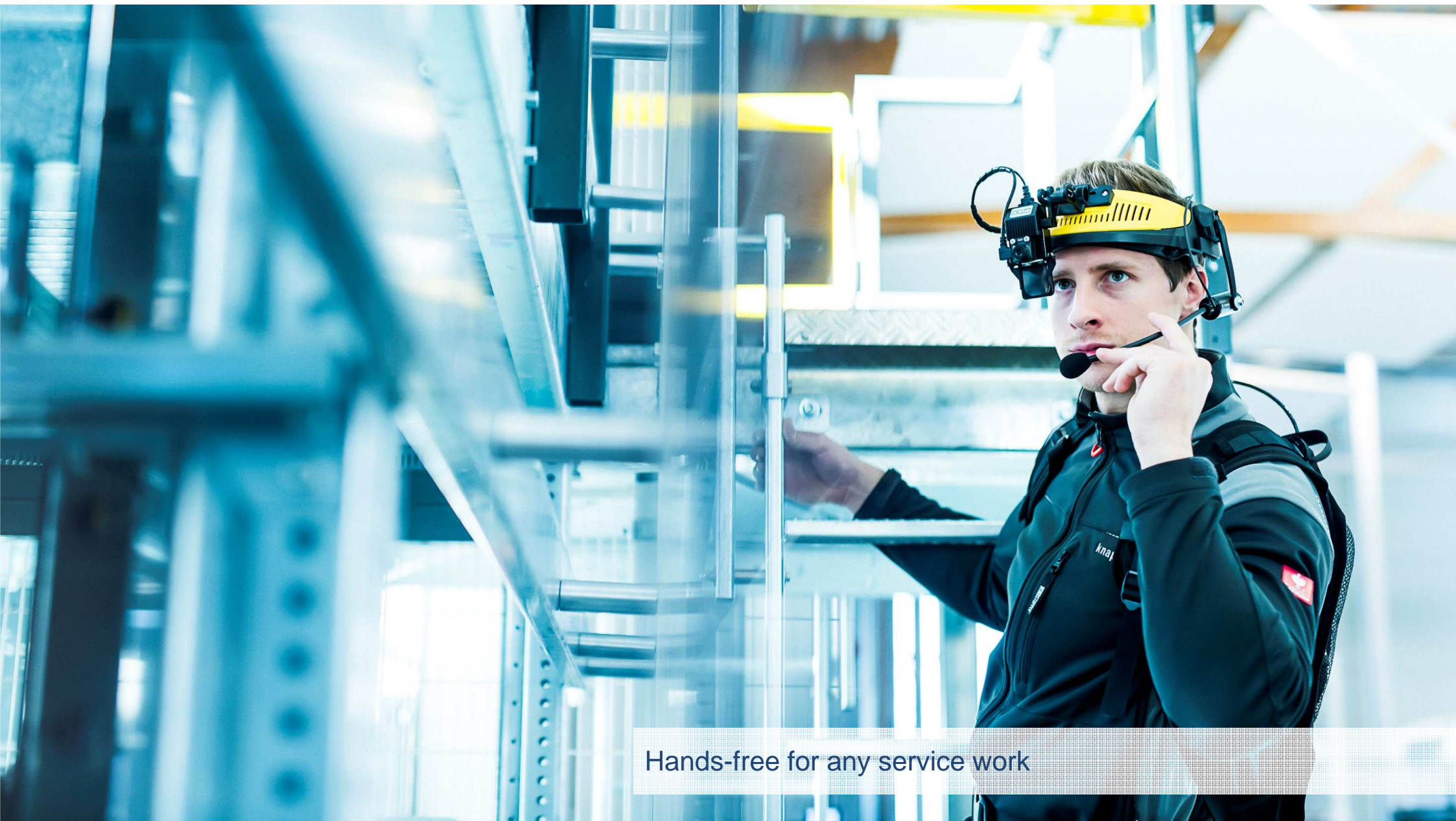
Predictive Maintenance Solution

High performance system availability

Situationally useable and compatible with KiSoft WebEye, tablets, smartwatches, etc.



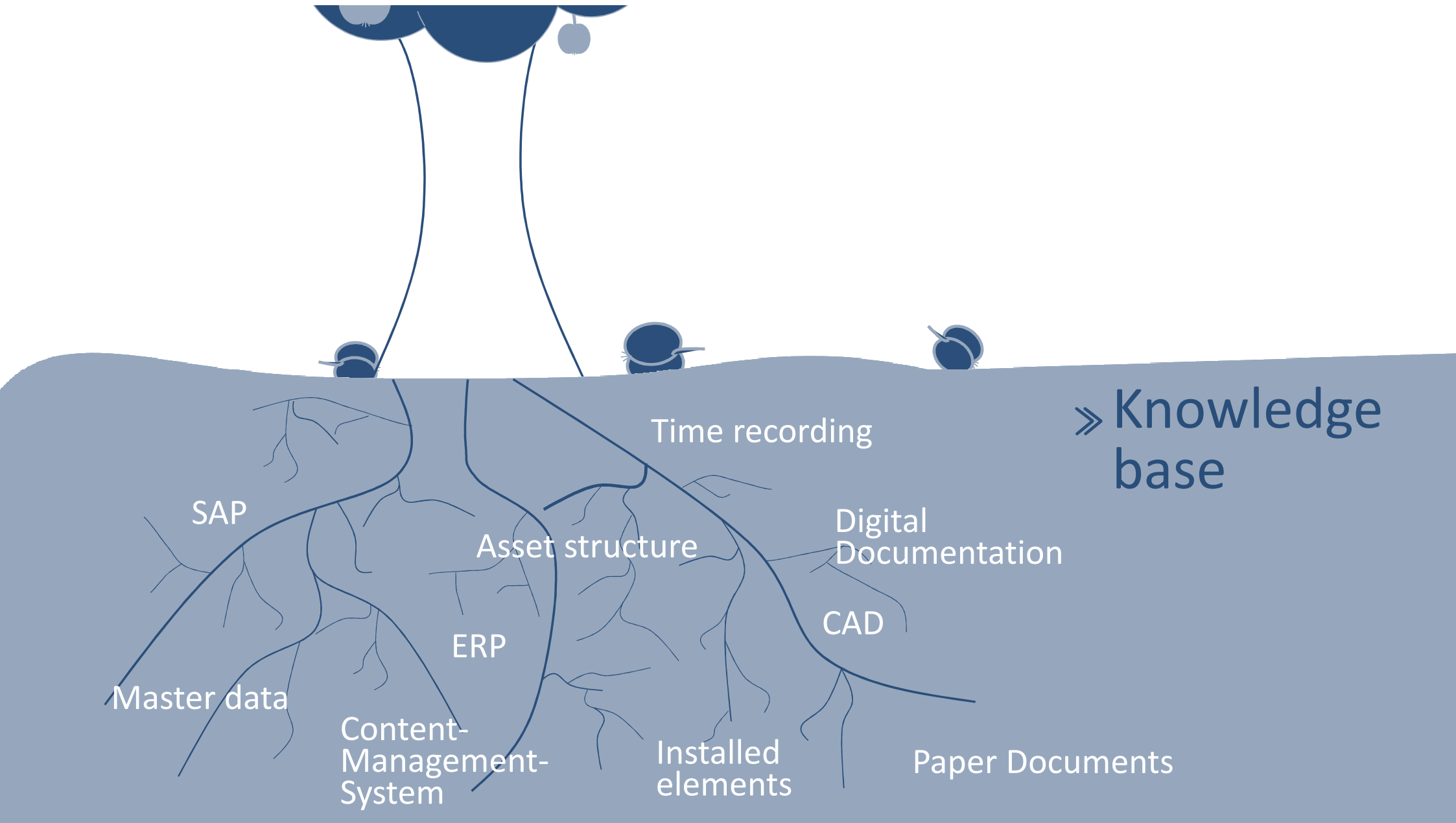
Required information always at your fingertips

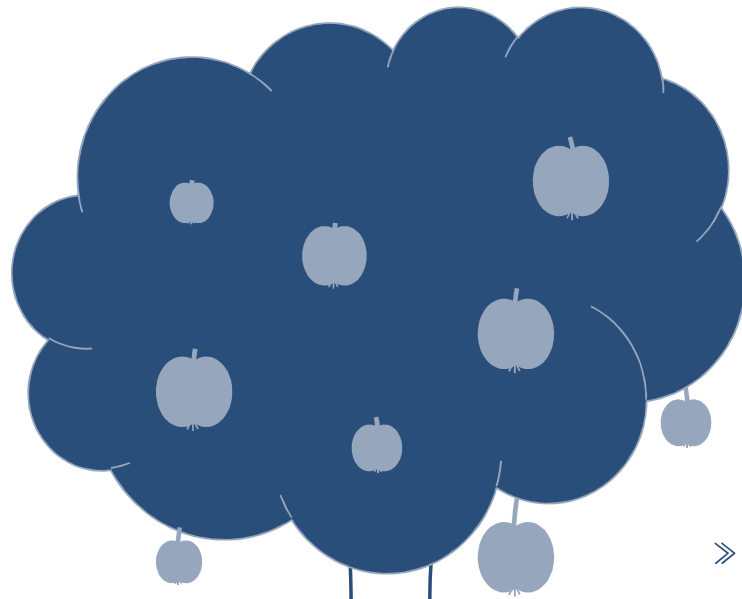


Hands-free for any service work



The right information available at the right time





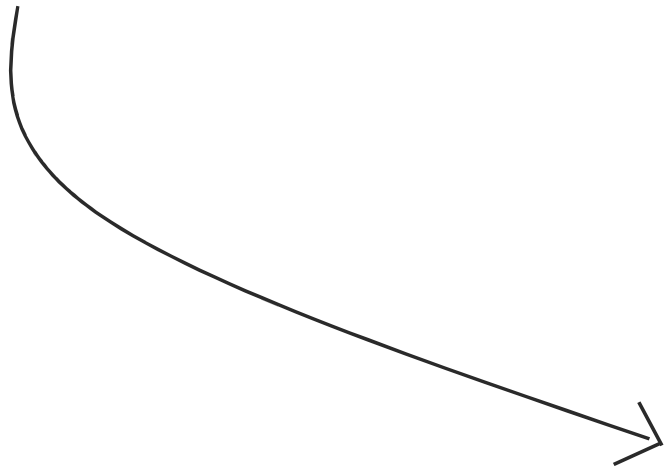
» Knowledge Presentation

» Knowledge Management

» Knowledge Base

Logistics of
Information

LET'S GO SERVICE 4.0™



networked **adaptable**
selfoptimizing simple
proactive **user friendly**
adaptive complementary cooperative fast
flexible

Kajetan Bergles

Service Development Manager
Marketing & New Products
International Customer Service

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A serious member of

Styrian Service Cluster

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