

### 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





### Recipe for success: System Support 360°+

Service made to measure

#### Your + Benefits at a Glance

Subsidiary and service partner concept. Interactive service platform: e-insight, KiSoft Web Eye: audio-visual service solution, Service Networking and user forums. Customer relation programme, Language support

### Service Level Management

Tailored service contracts. Performance and service agreements

### **KNAPP** Academy

Modular training programmes, Tailored training sessions, Certified trainers, e-Training

### Operation & Logistics Support

Performance and process optimization, Ramp-up support, Assistance from logistics experts, Benchmarking

#### Service Add-ons

Condition monitoring, Thermal imaging, Leak detection. System inspections and risk assessments

### Hotline

24/7 support: remote and reactive, Multi-lingual: available in 7 languages, All technical disciplines on stand-by, Incident and problem management, Targeted response and reaction times

### **Spare Parts Logistics**

Tailored spare parts packages, Daily parts supply, Consulting by experts, Regional spare parts distribution, e-Support

#### **Plant Services**

Reactive on-site services, Preventive maintenance and repairs, Resident Engineers, Technical cleaning

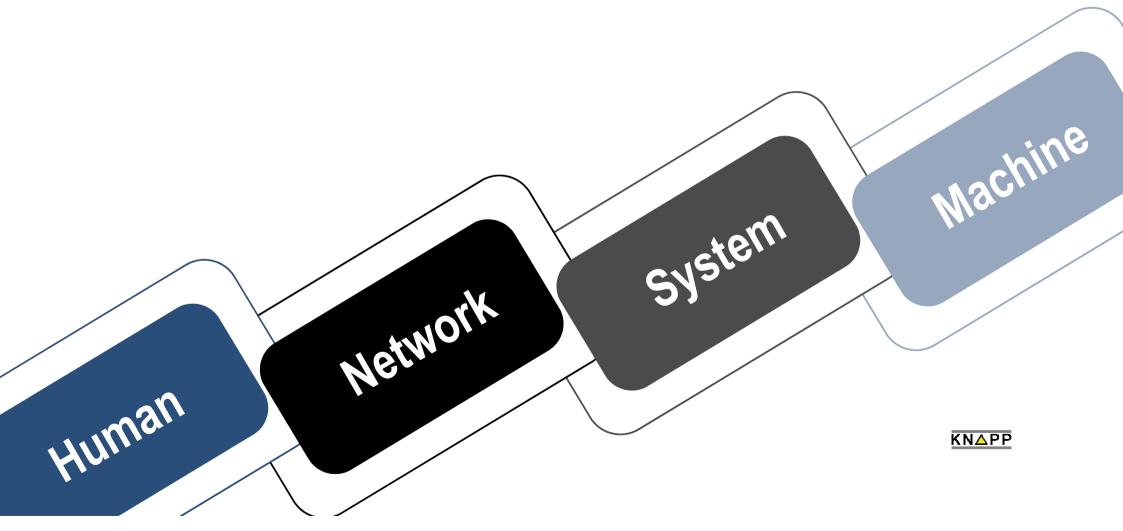
#### **IT-Services**

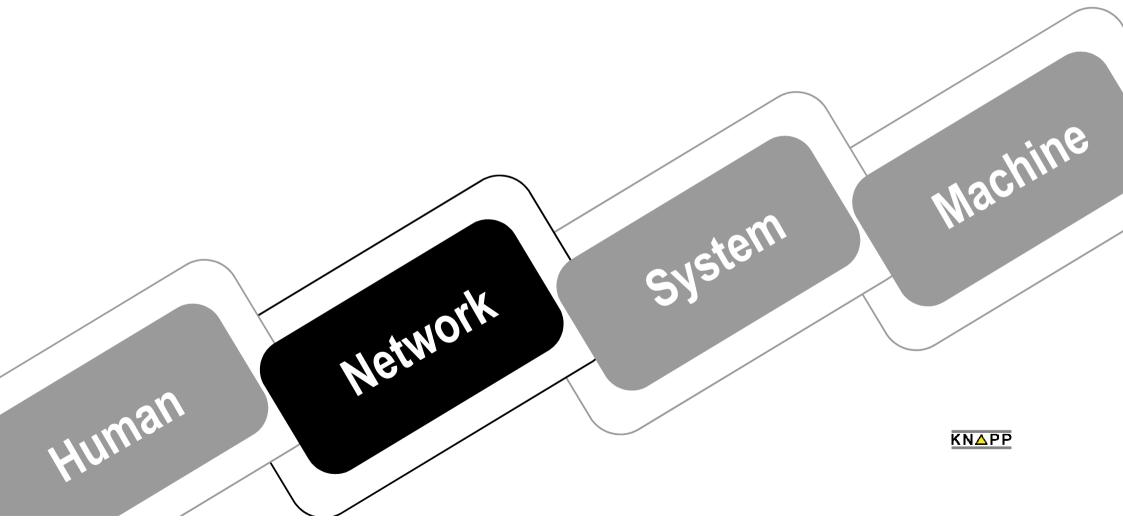
System Monitoring, System Administration, Capacity Management. Backup System Check, Firmware Update. Dedicated IT-Manager

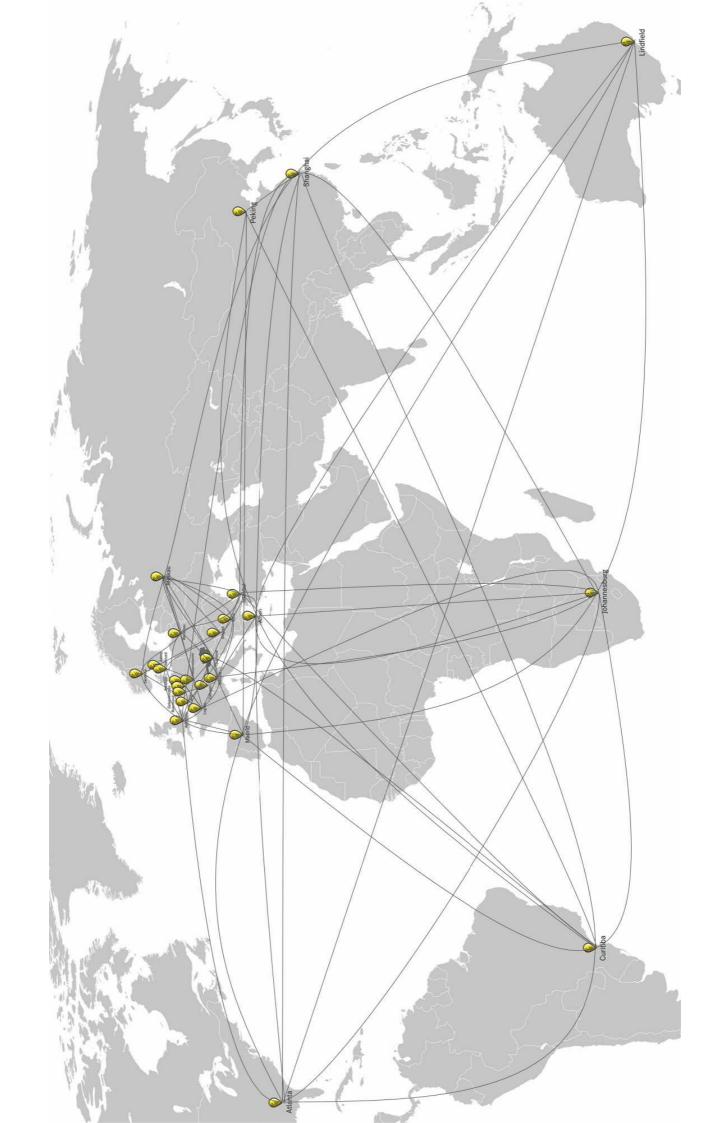
### Modernization & Upgrades

Life cycle management, Retrofitting, upgrades & expansions, Roadmap management, Consulting and continiuous support

# LET'S GO SERVICE 4.0<sup>TM</sup>







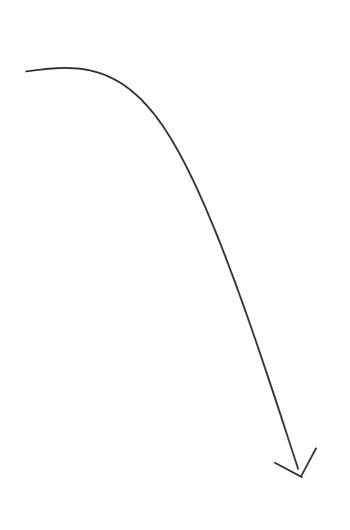
# Styrian Service Cluster



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

Members

~ 63.700

**Employees of** member companies ~ 14,826 MRD € ~29%

Total turnover

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



Registered trademark Service 4.0™



1 Website & forum



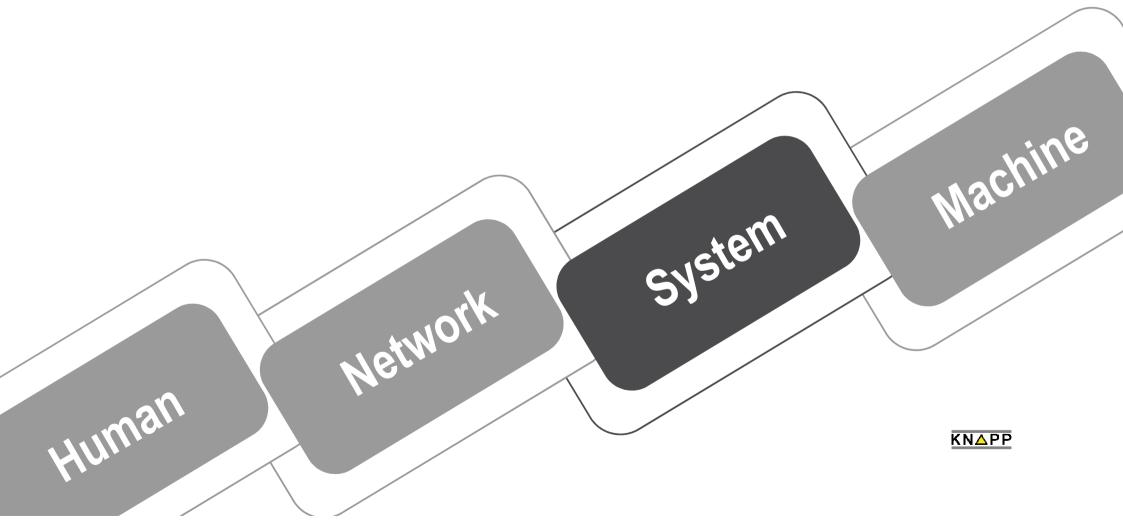
~10

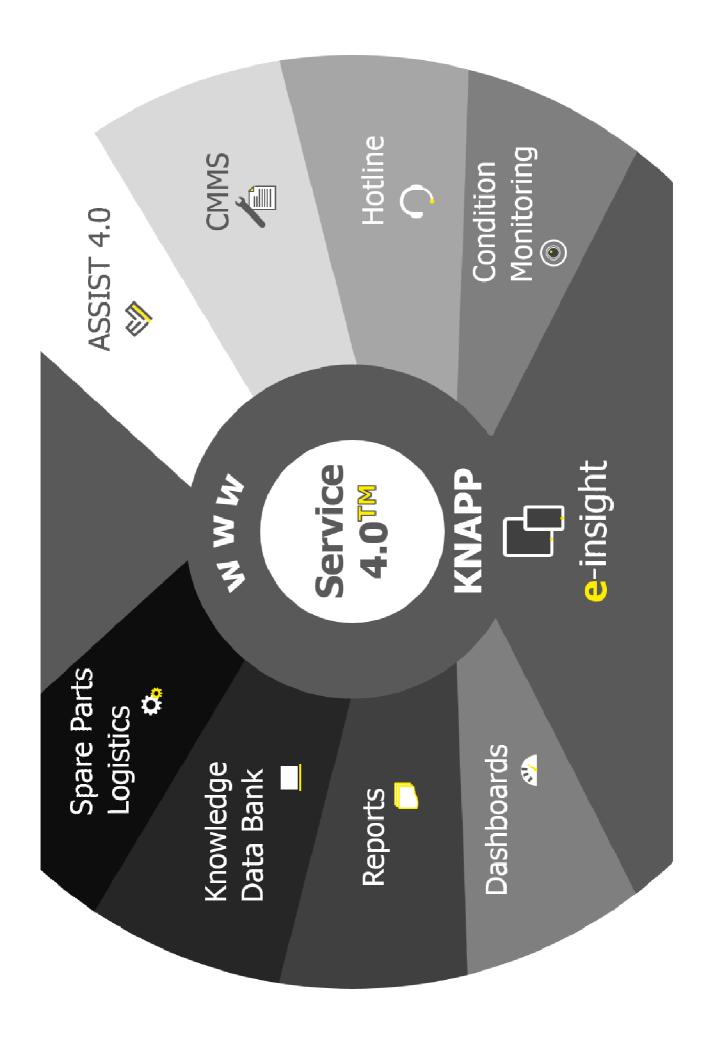
New requests/ year

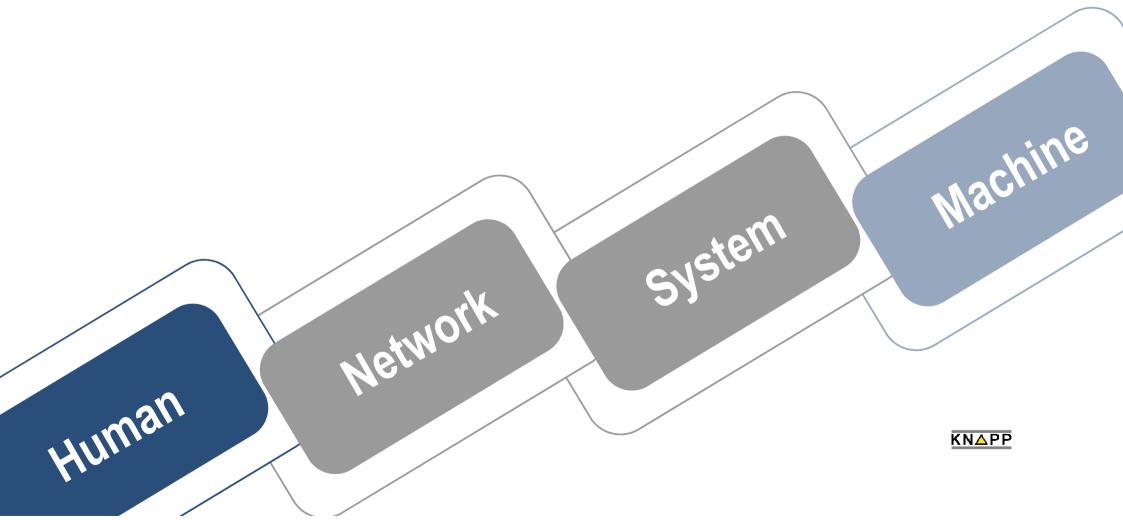


Ongoing cooperation conversations







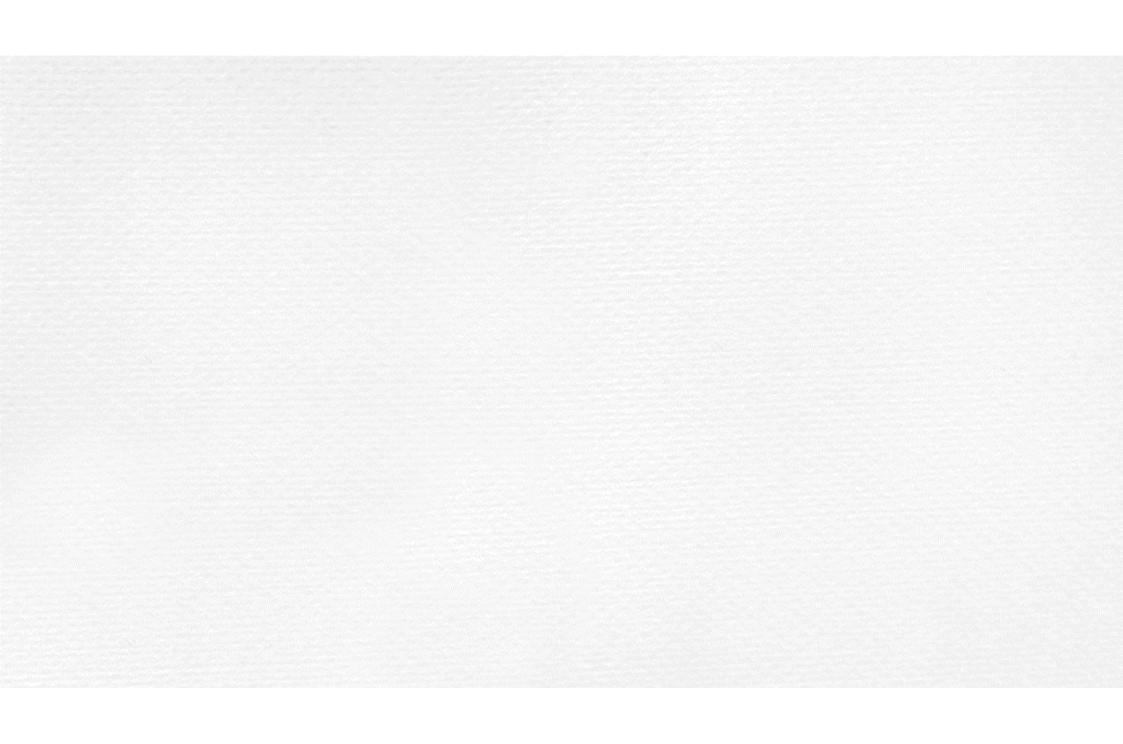




The project ASSIST 4.0 aims the development of **mobile context-based** assistance systems for an **intelligent production** in regards of human-machine-data-interactions.



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 = usercentered requirement management

Knowledge generation and – scaling at maximum user acceptance

### Value

Self-learning System: "YouTube for the industry"

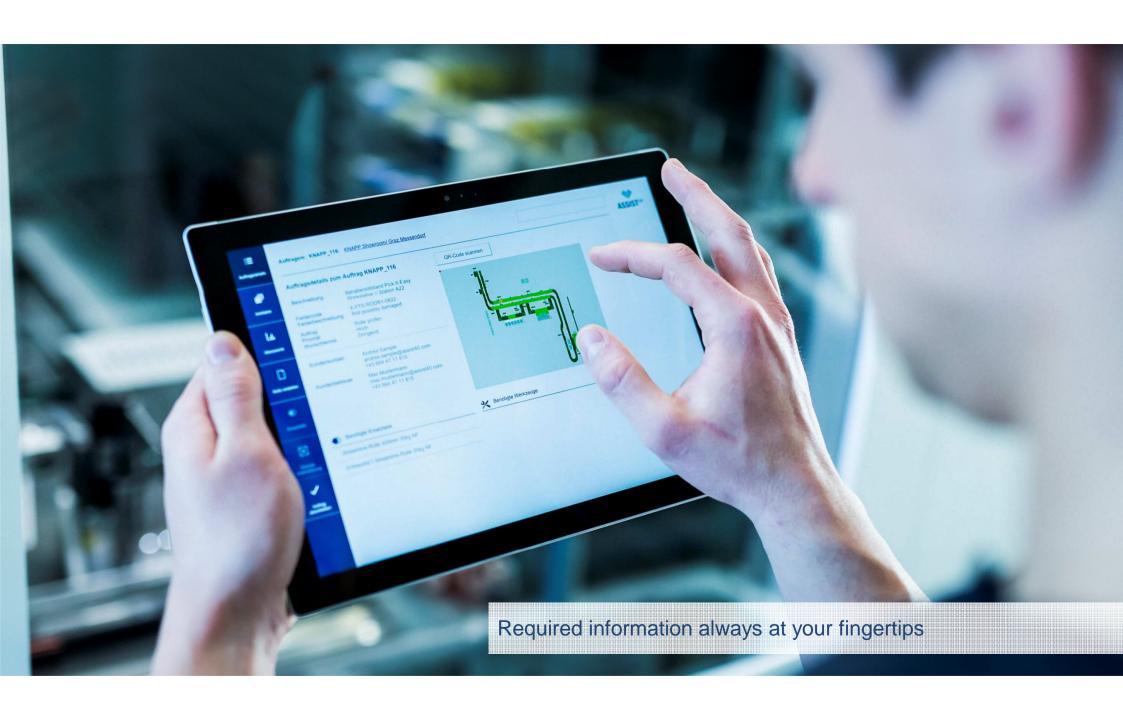
Training on the Job

Predictive Maintenance Solution

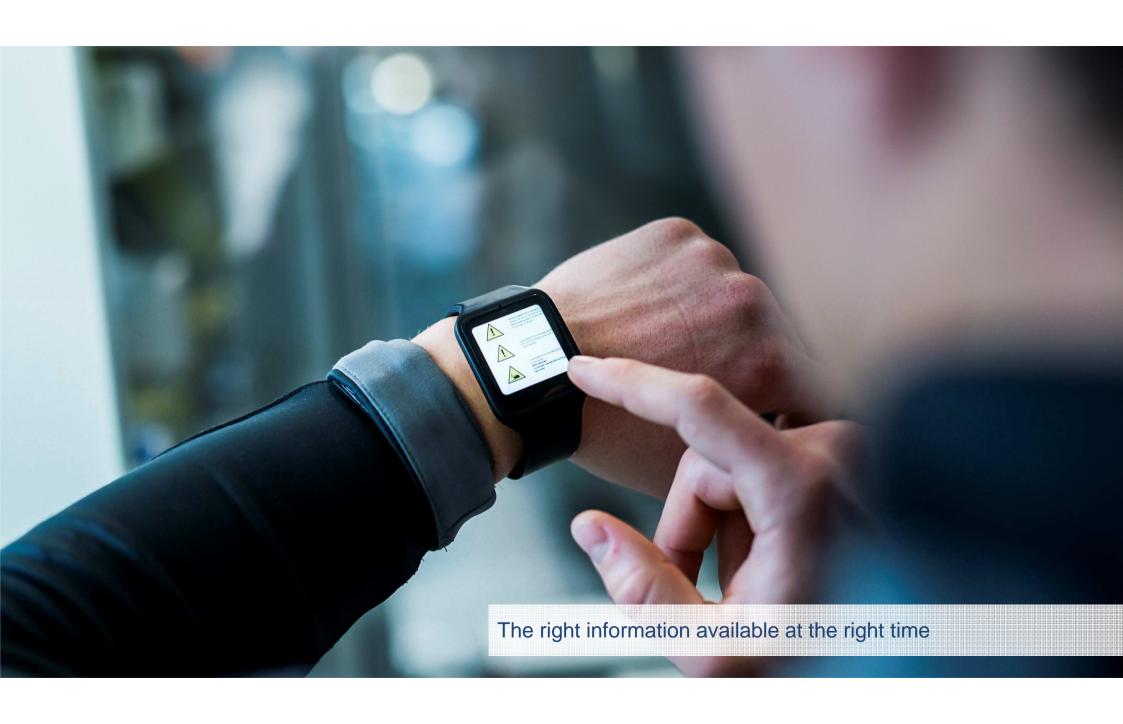
High performance system availability

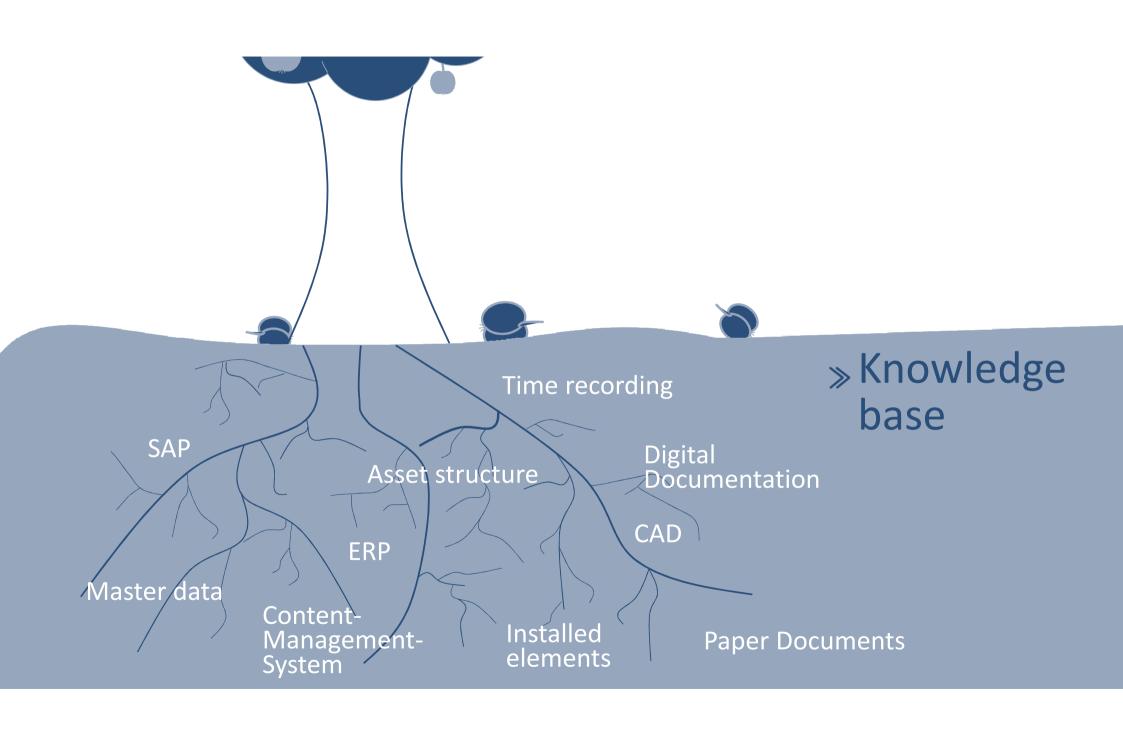
Situationally useable and compatible with KiSoft WebEye, tablets, smartwatches, etc.







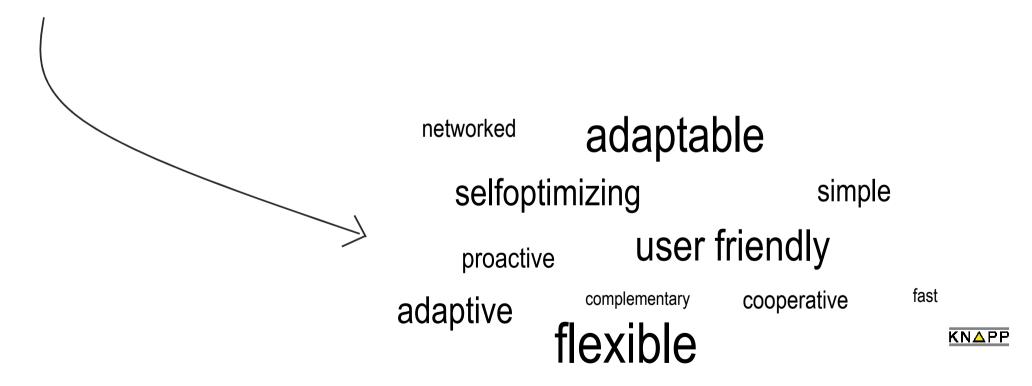






Logistics of Information

# LET'S GO SERVICE 4.0<sup>TM</sup>



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A serious member of Styrian Service Cluster www.styrianservicecluster.com