

A photograph of a modern, multi-story office building at night. The building has a glass facade and is illuminated from within, showing office interiors. A sign with the 'KNAPP' logo is visible on the upper part of the building. The foreground shows a paved area and some landscaping.

# KNAPP

Knapp Italia  
12 Aprile 2022

KNAPP – Let`s talk fashion!

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Head of Business Development

# KNAPP at a Glance

Reporting date 31.3.2021



**Hart bei Graz**  
Austria  
headquarters

**1952**  
founded

**53**  
locations worldwide

**7**  
production locations

**54 million€**  
invested in  
innovation

**3,000**  
installations

## Employees

**5,286**  
employees  
worldwide from 50 nations

**3,135**  
employees  
in Austria

**816**  
employees in  
manufacturing (Hart bei Graz)

We speak  
**55**  
languages

**5,200**  
e-learning hours  
(37 % more than the previous year)

**225**  
commissioning engineers  
working worldwide on installation sites

## Core sectors



Industry



Fashion



Healthcare



Retail



Food



Wholesale

## Certifications



Quality Management  
ISO 9001

Occupational Health and Safety  
ISO 45001 2018

Environmental Management  
ISO 14001

## Customer Service

**1,250**



employees worldwide  
in Customer Service



**24/7**  
Service Desk  
support



**100,600**  
customer inquiries  
a year to the  
Service Desk

## Production

**7,000**



shuttles built at Hart bei Graz

**73km**

**45 miles**  
of conveyors manufactured  
at Hart bei Graz

**~100,000 m<sup>2</sup>\***  
**1,076,390 ft<sup>2</sup>**



production and warehousing space worldwide



# Challenges in the fashion sector

## E-Commerce

Broad item range with flat ABC curve  
PULL - Orders **Variety of products** Multichannel Fulfillment  
Efficient returns handling Handling of various channels of distribution  
Shop-friendly-delivery Quality assurance & Quality check  
**Reduction of the work effort at the point of sale**  
Delicate materials Same-and-next-day-delivery  
Collection change & high seasonal fluctuations  
**Short order lead time** PUSH - Orders  
Many Value Added Services such as price marking  
Different processes for hanging and flat-packed goods

# Challenges in the fashion e-Commerce

Very high number of returns (approx.50%)

IT process map (real-time) Few order lines/order (< 3 lines)

PULL - Orders **Variety of products** Customer Service

Fewer items/order line(< 2 items) Changes in collection & extremely high seasonal peaks

Shop-friendly-delivery Low Batch Factor

**Variable and high number of customers per day**

Volume and cost optimized dispatch in cartons or polybags

High number of SKUs & almost no ABC forecast

**Same-and-next-day-delivery** PUSH - Orders

Many Value Added Services such as gift wrapping

Different processes for hanging and flat-packed goods



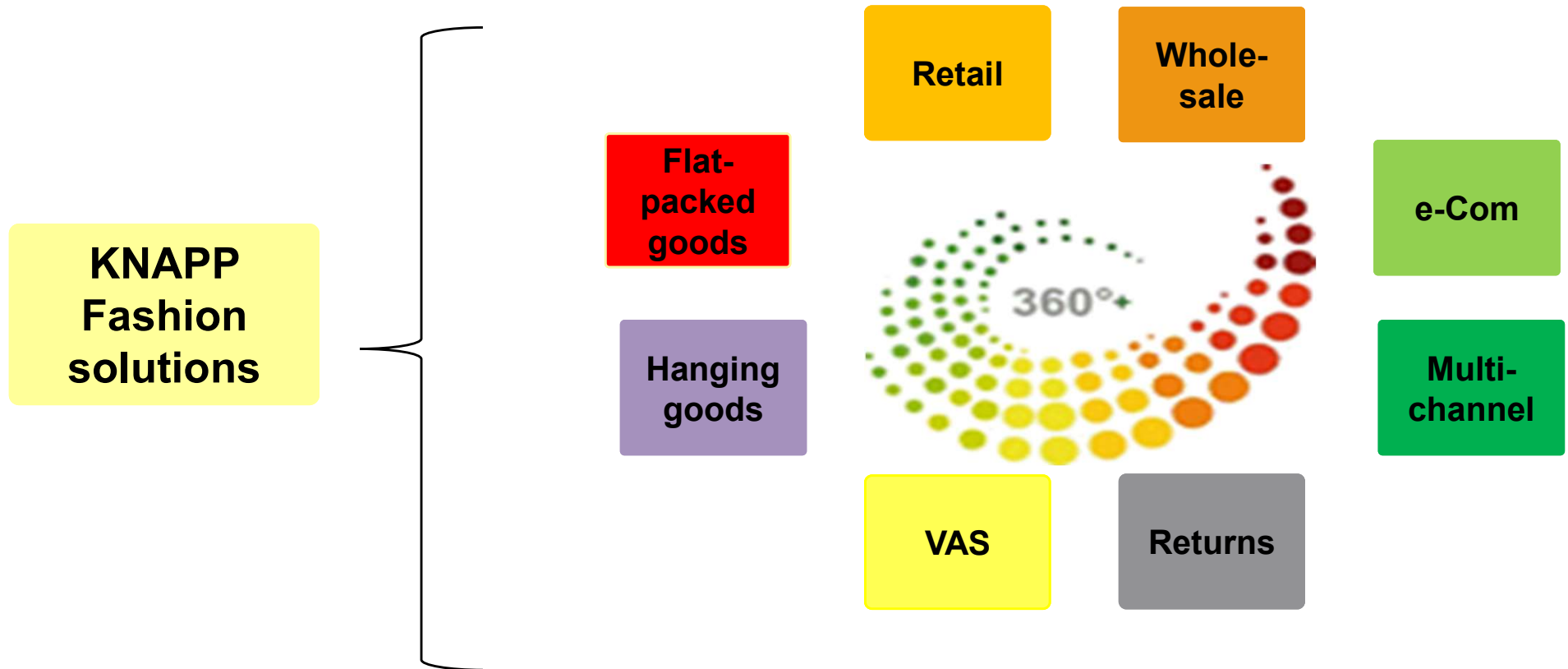
# KNAPP & Dürkopp

- Complete supplier of turnkey systems for hanging and flat-packed goods
- Market leader in transport and sorting systems for hanging goods
- Market leader in shuttle systems
- Experience from many successfully realized projects
- 600 programmers and software developers for one unified software package



# KNAPP Fashion solutions

The right solution for all your needs



[knapp.com](http://knapp.com)

# TECHNOLOGIES



**OSR Shuttle™**

**Pick-it-Easy**

**Split Tray Sorter**

**Pocket Sorter**

**Overhead conveyor**

**Workstations goods-in**

**Packing**

**Vision Scan Tunnel**

**Streamline**

**Handling systems**



# OSR Shuttle™

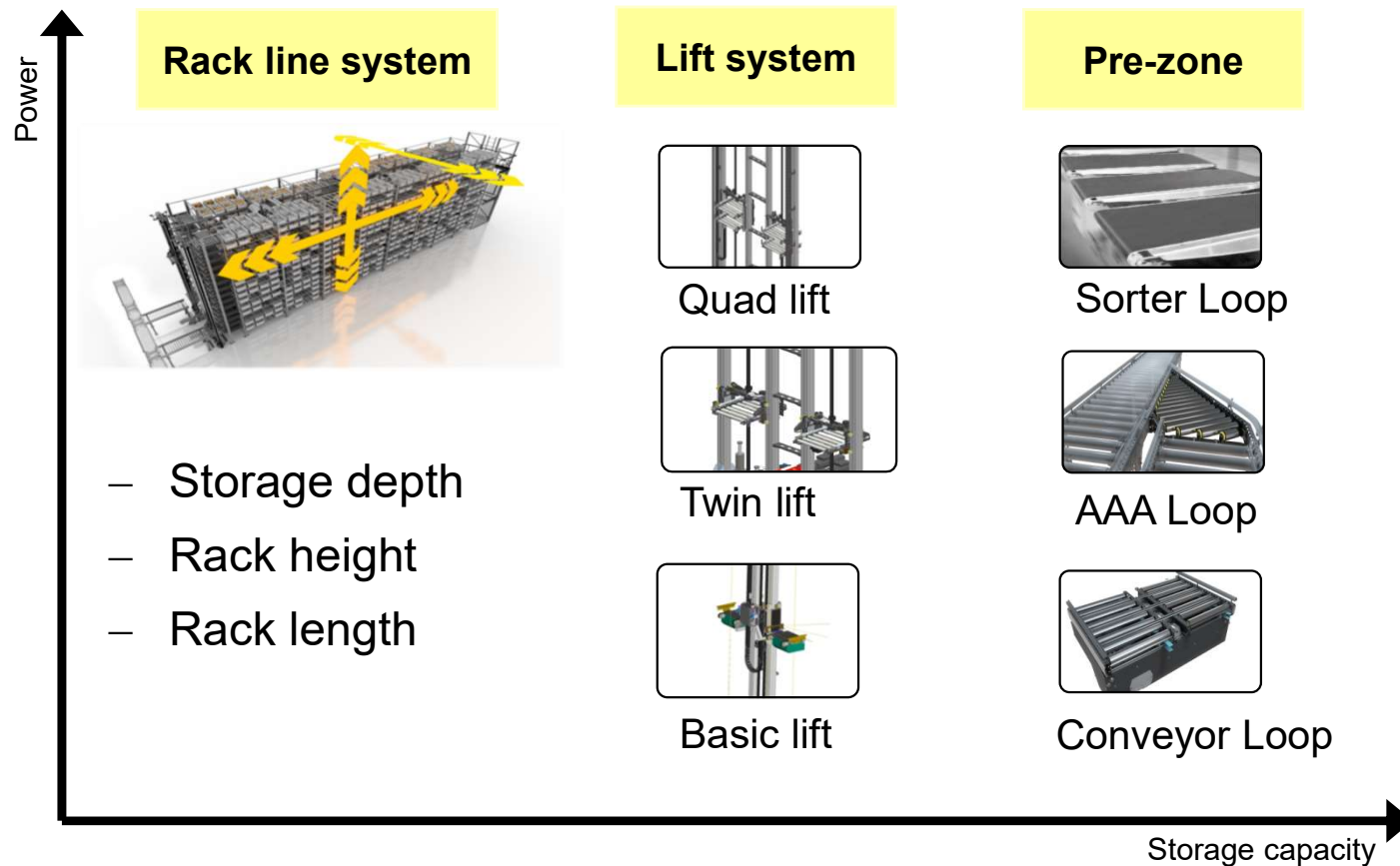
A tailored system

- The modular structure of the OSR Shuttle™ makes it highly adaptable – a system that can be precisely tailored to your warehouse processes!





# OSR Shuttle™



# OSR Shuttle™

## Basic principle

LIFT SYSTEM

SHUTTLES

RACK

CENTRAL CONTROL  
SYSTEM KISOFT

PRE-ZONE

GOODS-TO-PERSON  
WORKSTATION



# OSR Shuttle™

Advantages at a glance

Use of RFID technology

lowest energy consumption on the market CE confirmed

TÜV certified **Modular design** Flexible Design

Minimal energy consumption Manageable number of components requiring maintenance

**Scalable investment – partial expansion of levels possible**

Proven over 15,000 times Proven operation in earthquake zones

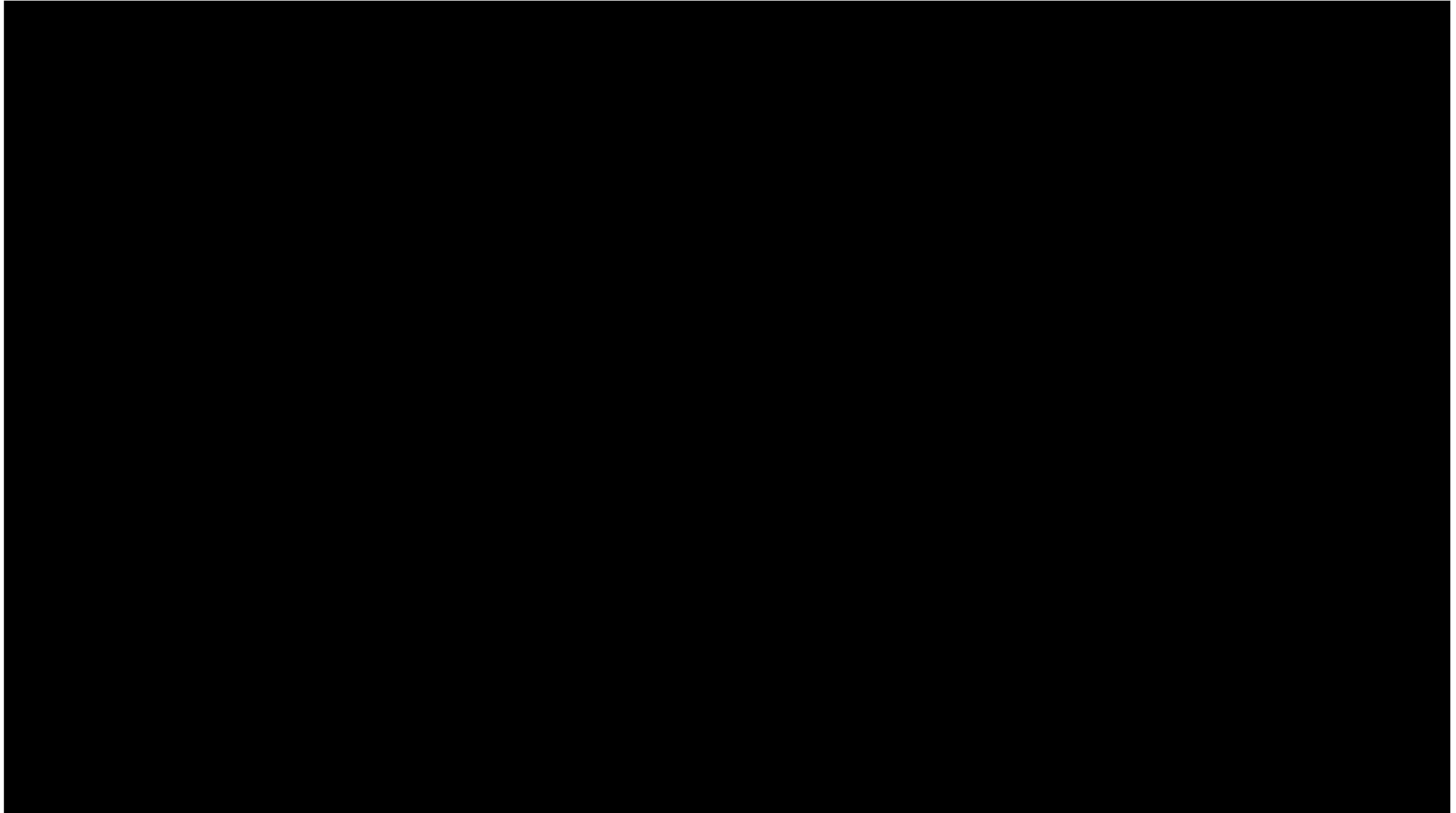
Expansion by rack lines and levels Worldwide support

**KiSoft SRC** Parallel and independent operation on all rack levels

Important components such as shuttles are replaced within minutes



# OSR Shuttle™



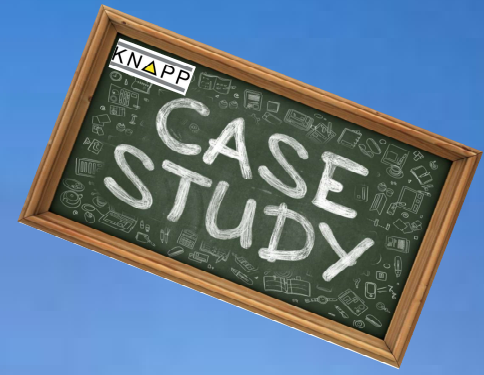
# Scalable Concepts



**From Size S to XXL**

Innovative and scalable concepts of  
textile logistics based on successfully  
realized projects





## Shop delivery with flat-packed goods

### The customer

- Marks & Spencer

### Location

- London, UK

### Sector

- Stylish & high-quality clothing & home articles at affordable prices as well as food of outstanding quality

### Sales channels

- Retail, returns management





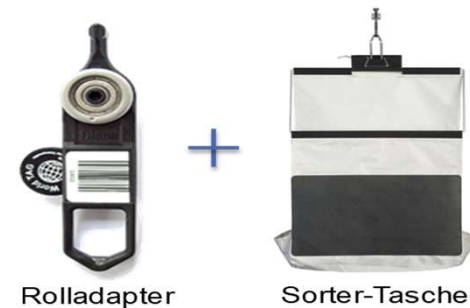
## Requirements and project design

- Restructuring of the M&S distribution network  
=> A proven solution
- Growth-related requirements for retail expansion & e-commerce  
=> Scalability / step-wise realization
- No ABC prognosis and seasonal peaks  
=> Flexibility – "what-if" scenarios (volume, order profile, stock units)
- Quick order fulfilment  
=> Minimization of risks, eventualities
- Showcase project / limiting risks  
=> Experienced team, professional realization



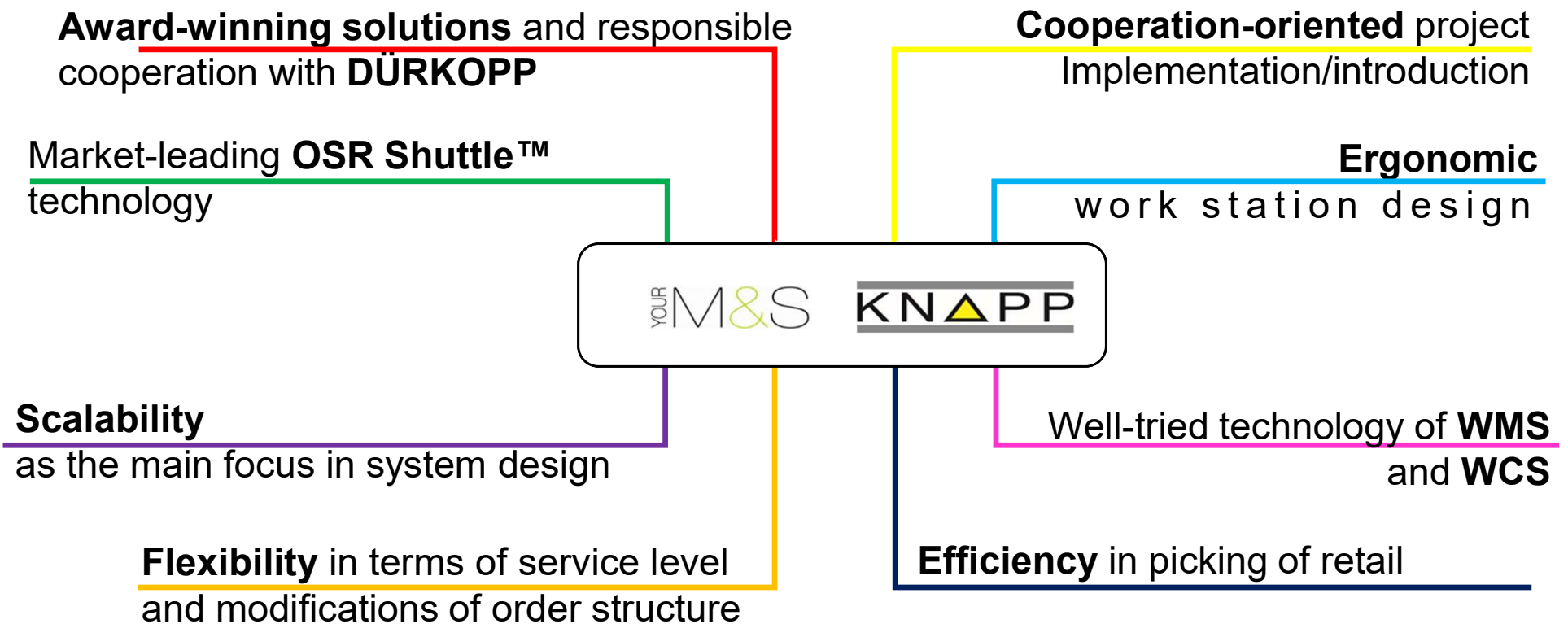
## Core technologies

- OSR Shuttle™ 35b system (double-deep)
- OSR Shuttle™ 32 system
- Trolley-less overhead conveyor
- Pallet conveyor system
- Sort & Pack work stations
- Crossbelt sorter
- KiSoft WMS, KiSoft WCS, KiSoft SRC
- Vertical lift conveyor
- Stacker/destacker
- Height and weight check



OSR Shuttle™

## Highlights and benefits for the customer







Grazie.

Thank you.

Merci beaucoup.

Muchas gracias.

Vielen Dank.



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