

**Automated Storage Solution Provider of the Year**

# Providing logistics solutions

The Business and Industry Today team congratulates Kardex Remstar on winning Automated Storage Solution Provider of the Year.



Kardex Remstar is internationally recognised for its dedicated services in the intralogistics sector, providing high quality automated storage and retrieval solutions to a large cross-section of customers.

Since its foundation in the USA in the 19th Century, Kardex has progressed in leaps and bounds to become a globally renowned supplier in 30+ countries, and is well-deserving of this prestigious award.

Tom Findlay, Sales Director (UK & Ireland) at Kardex Remstar, was keen to tell us more about the organisation's performance in recent times, "Globally, in 2016 the Kardex Group experienced excellent growth, both in revenues and profitability. It was a solid year overall for us in the UK, despite



some of the uncertainty triggered by a turbulent political/economic situation here. 2017 has seen a continuation of this trend, with some exciting new opportunities appearing, some of which will be realised this year but also, beyond into 2018."

The UK operation, situated in Hertfordshire, provides customised, highly engineered storage solutions to reduce space, increase productivity and



guarantee greater efficiency & accuracy. Kardex offers a variety of solutions (specifically ASRS hardware components and exclusively developed software) to enhance intralogistics activity in ways proven to greatly improve companies' individual workflow practices.

Kardex Remstar aims for complete customer satisfaction via its consultative approach, and concentrates on removing 'the pain' from a customer's current processes. The UK business provides a full service offering: training, safety, maintenance, support, relocation, service contracts, spare parts and ongoing relocations and modifications - these services are all available 24/7.



Though this comprehensive service has contributed to the company's increased international appeal, the global marketplace has created some obstacles in the past.

Tom explains how Kardex Remstar has turned these disadvantages into strengths, "We, like any business, have had to adapt to change caused by the shifts in the geopolitical arena. In the UK, thankfully, we haven't been too heavily affected by Brexit et al, but general uncertainty often causes delays in corporate decision making, which can be challenging. That said, many of our customers have a worldwide presence and outlook - they understand that decisions have to be made and business has to continue!

"Our customers come from every market sector (including pharmaceutical, electrical, warehouse & distribution, oil & gas and engineering) therefore we don't have to rely on any one specific segment for our future business."

The business is a manufacturer of equipment as well as a service provider, as the eagerly anticipated Vertical Buffer Module, LR35 exemplifies. This is the company's most recent product and is completely



Tom Findlay, Sales Director (UK & Ireland), accepts the Company of the Year award from our journalist

unique within the intralogistics marketplace. It differs from other automated solutions currently available, as it delivers individual boxes to the operator rather than a shelf or tray, as with more conventional systems. Rapid, controlled access to single containers is the key and allows for a more focused picking of goods with greater pace & accuracy while ensuring easy integration into different environments.



"We are happy to be advancing at a healthy pace; feedback from customers is great and we are pleased to have been recognised by a third party body such as Business and Industry Today."



A higher picking performance leads to a reduction in picking errors & returns, saving companies both time & manpower. Optional automatic conveyor feeds allow simultaneous replenishment. Bin handling is discrete & the carbon footprint lessened whilst return on investment is faster. The Kardex Remstar team is looking forward to launching this innovative new product in the UK in September, at the SPE Offshore Europe Conference & Exhibition in Aberdeen.

"We are looking forward to accessing new markets in the UK and beyond with our LR 35; attracting e-delivery and ecommerce enterprises in particular. LR35 gives us yet more solution options for our customers and will be a key part of our future expansion going forward. We have strengthened our UK project teams with some specific new personnel to assist with increasingly more complex solutions being provided by products like LR35. Our customers are demanding more and more, so we need extra resources and specialist members of the team to enable this to happen."

Kardex has 40 years' experience working within the UK and Ireland, with around a staggering 20,000 installations completed to date. All staff are directly employed by the business, many trained at its German R&D/manufacturing facilities. Kardex uses virtually no 3rd party contracting within its UK projects, a fact its customers clearly enjoy, with many relationships dating back to the company's arrival in 1977.

Find out more about how you can benefit by contacting the group today:  
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