

Solution Guide

# Why Kardex



**kardexremstar**





# Congratulations!

**Congratulations on making the decision to pursue automation in your warehouse and for considering Automated Storage and Retrieval Systems (ASRS) as the solution.**

This decision marks the first step on your journey towards achieving increased throughput, better accuracy, more control, better space utilization, and higher overall efficiency in your warehouse – all while reducing labor and operational costs.

The next step is even more critical: who do you choose to partner with along this journey? There are several options to consider when looking for an ASRS partner and we appreciate you taking the time to consider Kardex.

This guide will break down the six most important reasons you should choose Kardex as your ASRS partner.



Reliability



Quality



Support



Network



Innovation



Software

---

## **Not sure if you're ready to automate?**

This guide is written for companies who have recognized a need for automation in their warehouse, identified ASRS as a possible solution and are looking for an ASRS provider to partner with. If that doesn't sound like you, consider [reading our ASRS 101 article](#) to figure out what automation can do for you.

---



# 6 reasons to choose Kardex

**Choosing the right ASRS partner for your automation journey is an important decision. Here are the six most important aspects of Kardex that make us the right ASRS partner for your ASRS project.**

## Reliability

Kardex is one of the oldest and most influential ASRS companies in the world, with a rich history dating back to the late 1800s. Our long-standing presence in the industry reflects our commitment to continuous innovation and meeting the evolving needs of our customers.

With over 100 dedicated employees in the United States and approximately 2,100 employees worldwide, we are well-equipped to understand the unique intralogistics challenges of North America while leveraging global support to help our customers achieve success. Our customers can trust that we will be here for the long term, growing alongside them and continuously enhancing our solutions to address their ever-changing requirements.

## Quality

Kardex takes immense pride in the durability and reliability of our ASRS machines. Our products are the result of robust German engineering combined with high-quality manufacturing processes. We have three global manufacturing facilities – Bellheim, Germany; Neuberg, Germany and our newest factory in Columbia, South Carolina, USA. All Kardex manufacturing facilities adhere to strict quality control measures ensuring the maximum lifetime of each and every machine produced.

By choosing Kardex, you can rely on a product that not only performs flawlessly but is also designed to withstand the test of time, providing you with a long-lasting solution for your automation needs. Our commitment to using high quality materials, rigorous manufacturing processes, and stringent quality checks ensures our ASRS machines operate reliably and efficiently throughout their lifecycle, delivering exceptional value to your business.



## Support

One unique feature at Kardex is our Lifecycle Services (LCS) team, which plays a crucial role in supporting and maintaining our customers' ASRS systems throughout their entire lifecycle. Unlike many other ASRS manufacturers, our LCS network is particularly robust and built to ensure customer machines continue operating at peak efficiency throughout their lifetime and make upgrading or changing their solution a seamless process.

Our LCS team is not only committed to maximizing uptime through regular maintenance and efficient support services, but they are also there to support customers who want to expand and scale their solutions with their business. With Kardex, you can rest assured your ASRS system will both operate at peak performance and grow as needed, allowing your business to run smoothly and efficiently for years to come.

Kardex's North American LCS network boasts the largest number of trained technicians covering 100% of the United States, Canada, and Mexico, ensuring prompt and efficient support across the region no matter your location. Our vast network of highly skilled technicians are trained in Kardex facilities, by Kardex instructors, and dedicated exclusively to Kardex machine maintenance. This technician network combined with the knowledge of the North American Service Center ensure your Kardex solutions uninterrupted operations and optimized productivity.



## Network

At Kardex, we understand the importance of providing top-notch local support. Our extensive network of direct employees and certified Kardex distributors ensures expert, fast, and local support – during and after the sales process. We hand-pick and partner with only the best, most reputable distributors who share our commitment to customer satisfaction. If we can't find a distributor that meets our quality standards in a particular area, we hire direct. This network consists of distributors strategically located throughout North America, most of which have partnered with Kardex for more than 25 years, and a team of direct Kardex employees filling the gaps.

Our distributors are our trusted partners, and their dedication reflects our own commitment to your success. With their expertise and responsiveness, you can be confident your needs will be met promptly, and you'll receive the best possible support from our knowledgeable network – from initial project design, to installation and through the lifecycle of your Kardex solution.

## Innovation

As pioneers in the industry, Kardex is dedicated to continuous innovation and product development. Our research and development team is, comprised of global experts and continually drives innovation management at Kardex, bringing new and exciting ideas to life.

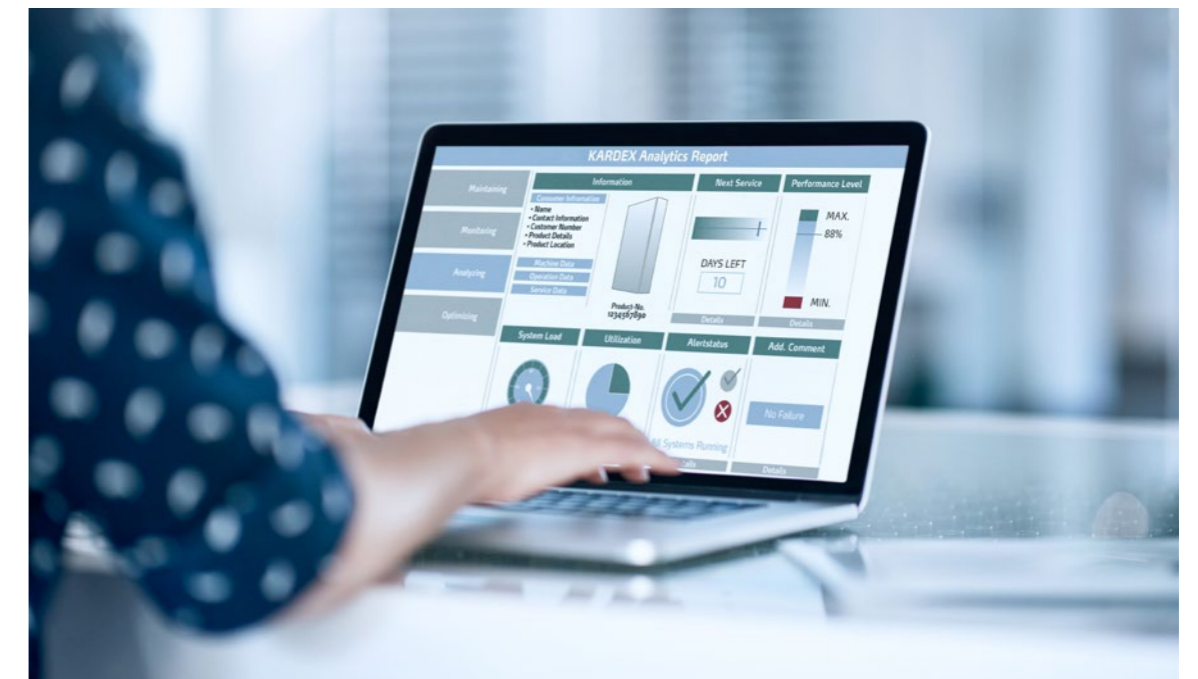
We take pride in offering the widest breadth of ASRS solutions on the market to address to diverse customer requirements. No matter the size or complexity of your operations, we have a team of dedicated professionals ready to find or design the perfect ASRS solution. From compact systems for small spaces to high-capacity solutions in large warehouses, our product selection is designed to adapt to your specific needs and drive the efficiency and optimization you desire.

## Software

Our advanced software solutions are specifically tailored to optimize ASRS operations. With a large in-house software team of highly skilled professionals dedicated to supporting software installation, training, and ongoing customer support, Kardex is uniquely equipped to handle complex automation projects with precision. ASRS is often only a part of a bigger warehouse solution. Our software capabilities empowers your ASRS system to interface with the rest of the warehouse, enhancing the overall efficiency of your supply chain and streamlining your warehouse operations.

With seamless system integration, Kardex software effortlessly integrates with your existing systems, eliminating operational silos and ensuring a smooth flow of information. The result is enhanced visibility, real-time data access, improved decision-making capabilities, and productivity that can't be matched by other competitors with less software capabilities.

[Click here to learn more about available Kardex Software solutions](#)







## Ready to take the next step?

Choosing Kardex as your ASRS partner means unlocking the full potential of automation for your business. Our rich history, high quality machines, dedicated LCS team, extensive network, innovative product selection, and advanced software capabilities set us apart from the rest.

We hope you take the next step in your automation journey with Kardex as a partner.



Contact us today to discover how our ASRS solutions can transform your business and drive remarkable results.