

Case Study

# Spare Parts Picking with Data Analysis







# Efficiency of space and data analysis

## Customer and task

The Erwin Hymer Centre has established itself as the company's premier spare parts division. Their Service Centre and MOT testing facility delivers innovative solutions to their customers.

Delivering new parts and accessories in real-time was a priority when designing the Service Centre, to ensure customers received their parts as soon as they were stocked in automated systems.

Kardex enabled Erwin Hymer to store all parts in a single Vertical Lift Module (VLM) unit, close to the bespoke manufacturing department. As 80% of vans require bespoke parts (often one offs), Kardex helped establish speedy customer service.

## Solution

A customized solution based on a standard Vertical Lift Module (VLM) utilised the overhead space, which operates like an elevator. It's comprised of a shaft in the middle with two columns of trays and shelving, which contains hundreds of motorhome parts and accessories for fast retraction.

Alongside the economy of space, the warehouse management software Kardex Power Pick System provides valuable data insight using algorithms. Data is produced on various topics, including the most popular parts ordered, as well as the ideal amount of stock to have of a certain product. Using this knowledge, they are able to store three quarters of their inventory within the system.

Moreover, this solution allowed them to increase to 300 order lines per hour, as well as reduce the number of personnel by more than half: 6 to 2,5. Next to this, the faster and smarter processes brought on by the custom solution, allowed Erwin Hymer to deliver innovation and excellence to customers visiting their service centre.

## Case at a glance

### How we took our customer from task to solution

Erwin Hymer Centre Travelworld is one of the UK's leading motorhome dealerships. With the largest array of premium German brand motorhomes, they are perfectly suited to meet the current unprecedented demand facing the UK market. Efficiency of space was a key consideration when designing their new 20-bay service area and showroom. By investing in a new automated storage retrieval system, they were able to deliver greater customer engagement.

**Reduction**  
of personnel  
from 6 to 2,5

**Increased**  
order lines  
to 300/hour

**Decrease**  
in walking  
travel time



## Scope of delivery



1 Kardex Shuttle  
L: 10,470 mm, W: 2,350 mm, H: 12,000 mm



Kardex Power Pick System – Warehouse management software for management and data analysis