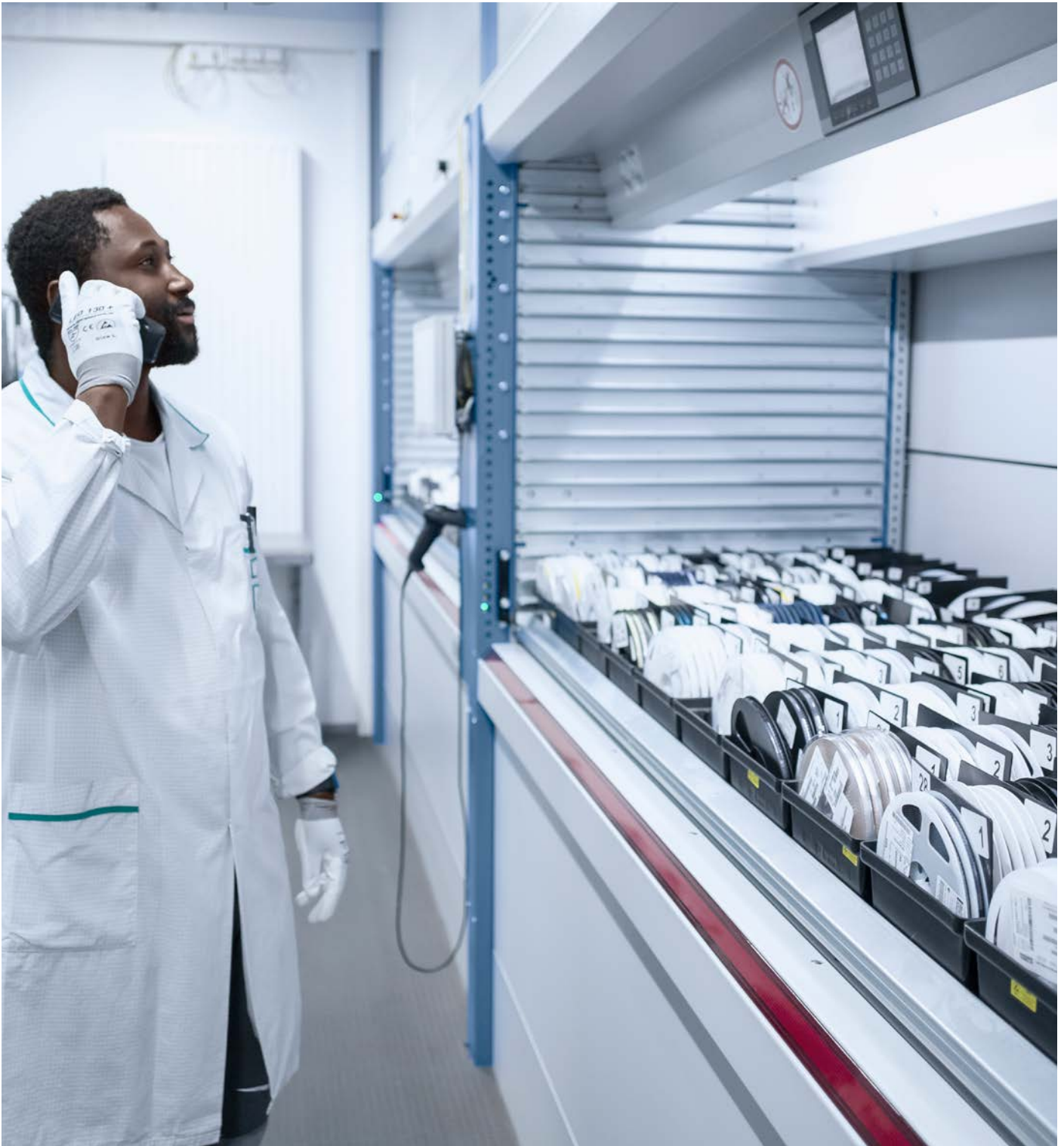


Case Study

# Fast Support for Maximum Availability





# Streamline troubleshooting with Kardex Connect

## Customer and task

STW revolutionized its warehouse processes by installing four Kardex Shuttles. By strategically placing these machines on two floors with access openings on the ground and first floors, STW significantly reduced employee walking distances and improved overall efficiency.

Recognizing the critical importance of product availability, STW took a closer look at Kardex's service offering. Their focus was on maximizing the availability of their stored goods and, in the event of a problem, receiving efficient, rapid support to maintain smooth operations throughout their production facilities. By using Kardex Connect, STW is now able to quickly resolve technical issues and optimize its storage systems for long-term reliability.

## Solution

Together with Kardex, they implemented Kardex Connect, a comprehensive digital service that minimizes downtime. It allows STW to receive fast support when problems arise. Kardex Connect provides fast, remote troubleshooting and proactive maintenance.

"If the customer experiences an issue, they trigger a remote case with the push of a button, and we receive a notification. After assessing the situation, we consult with the customer to determine if remote access is feasible. Once the customer has granted us access to the machine in question, we securely connect to the device and resolve the issue together," explains Martin Steinhauer, Technician Expert Helpdesk at Kardex.

If a problem cannot be solved remotely, a service technician is briefed and arrives on site fully prepared.

## Case at glance

### Ensuring seamless operations with advanced digital support

Sensor-Technik Wiedemann (STW), offers, develops, and markets both customer-specific and generic products. To future-proof their storage capacity and optimize workflow, STW implemented four Kardex Shuttles across multiple floors. Recognizing the critical importance of system availability, they rely on the digital Service Kardex Connect for fast and efficient support.

**Optimized**  
storage solution

**Secure**  
digital solution

**Proactive**  
support



### Scope of delivery



4 Kardex Shuttles



Kardex Connect Remote Support