

Case Study

Outsourcing that Pays Off





Over 98% availability

Customer and task

VHZ GmbH is a mail-order company and specialist in high-quality, designer office furniture. They have been operating under the Cairo brand since 2021. Managing over 2,500 pieces of inventory, their assortment ranges from coffee mugs to three-meter-long conference tables.

As a mail-order company, VHZ must pay close attention to the high availability of its logistics facility because end customers are increasingly looking for quick and definitive delivery times. A value of at least 98% should certainly be achieved, but this can only be realized under its own steam with a high level of personnel and financial expenditure.

Solution

To concentrate 100% on its core business, VHZ opted for a complete outsourcing of their technical operations to Kardex Mlog. Already in 2002, the intralogistics specialist built a high-bay warehouse with three aisles for VHZ, which was expanded by eight aisles in 2008.

The scope of the full-service contract with Kardex Mlog includes maintenance, inspection, repairs, service and spare parts management. With this concept, plant downtimes are no longer a concern. Even the most serious situation since commissioning, a defective gearbox in one of the storage and retrieval machines, was repaired overnight without affecting ongoing operations.

Conclusion: Over the years, Kardex Mlog has clearly exceeded performance standards by consistently providing 98 percent availability.

Case at a glance

Complete focus on the core business

Office supplier, VHZ Versandhandelszentrum Pfungstadt GmbH, has completely outsourced the technical operations of their European central warehouse in Pfungstadt, Hesse Germany to Kardex Mlog. With a term of five years, the full-service contract includes maintenance, inspection, repairs, service and spare parts management.

Over
98%
availability

More than
2,500
stock items

Repairs
during
operation



Scope of delivery



Full service: Maintenance, inspection, repairs, service and spare parts management.



2002: Construction of a high-bay warehouse with three aisles



2008: Modernization and expansion of the high-bay warehouse from three to eleven aisles