Solution Guide

Life Cycle Services

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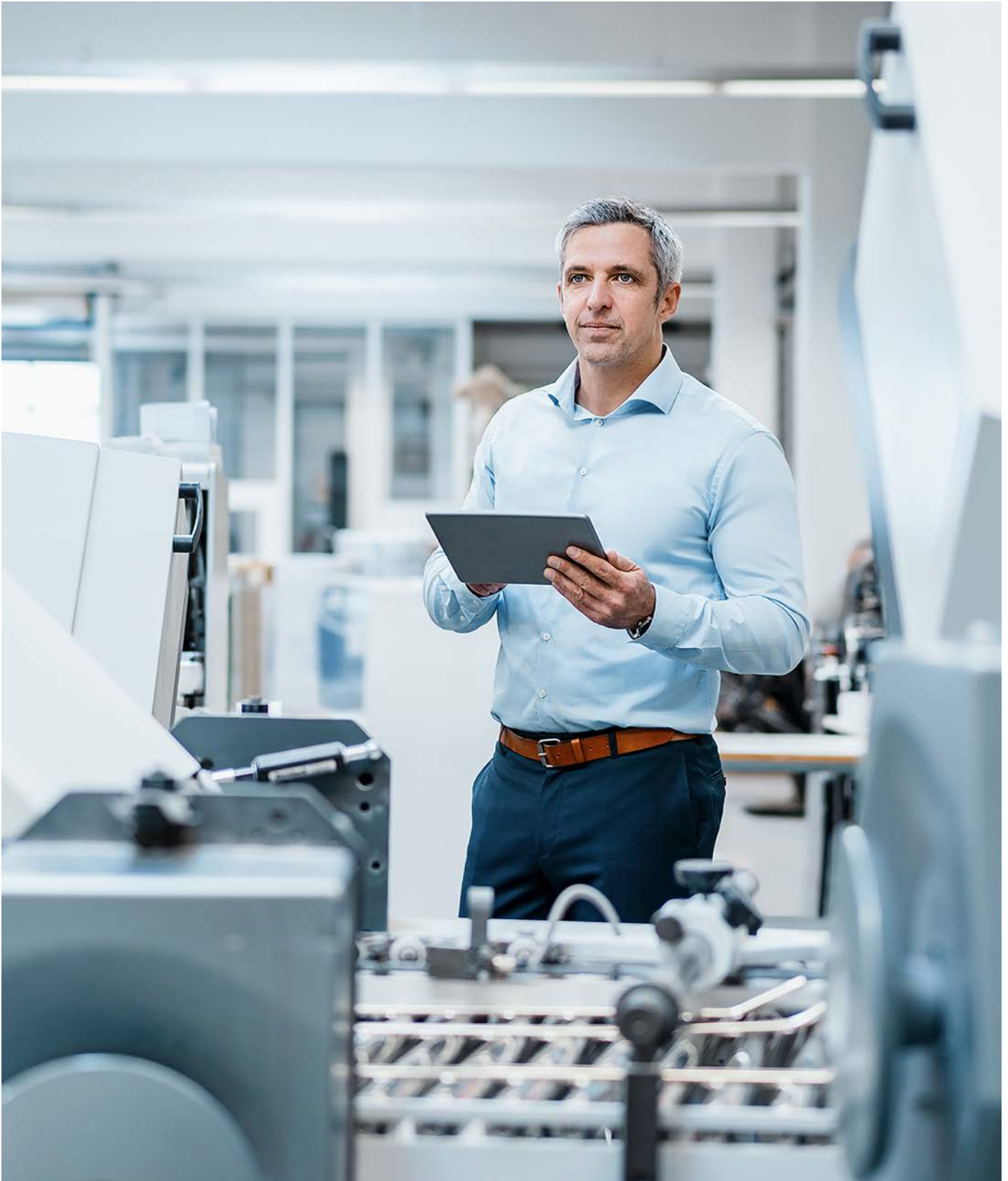
The foundation of ASRS excellence

When customers thrive, Kardex thrives. Kardex's Life Cycle Services (LCS) group ensures customers' ASRS solutions perform consistently and continue contributing to their overall business success. LCS is a primary reason Kardex has remained the leading Automated Storage & Retrieval System (ASRS) provider in North America for over four decades.

The Service team at Kardex ensures the performance of customers' ASRS solution throughout its entire life cycle. They are committed to maximizing uptime through scheduled maintenance and efficient support services, and supporting customers who need to expand, scale, or adjust their solutions as their needs change.

Kardex's North American LCS group is unrivaled in the industry and a cornerstone reason thousands of companies have picked Kardex as their ASRS partner. This guide will discuss what the LCS group at Kardex does and the four unique qualities that make it the best in the industry:

Full coverage

Uptime excellence

Growing windows

Software superiority

Not sure if you're ready to automate?

This guide is written for companies who have recognized a need for automation, identified ASRS as a possible solution and are considering Kardex as an ASRS partner. If that doesn't sound like you, consider reading our ASRS 101 article to learn more about what automated storage can do for you.

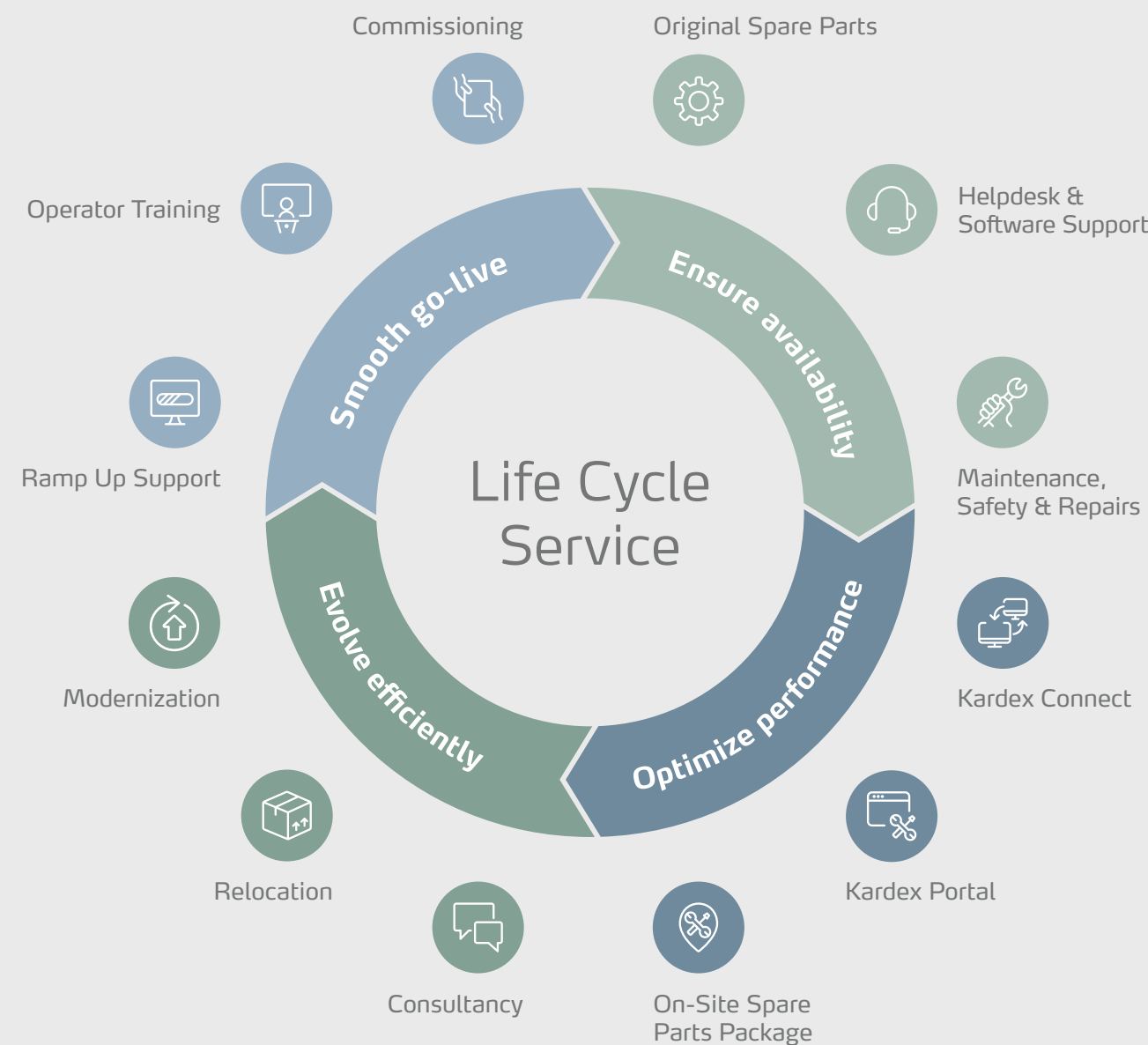ⓘ Learn more about automated storage

Life Cycle Services

**Kardex Life Cycle Services is more than just a service group –
it's a team dedicated to ensuring our customers' long term success.**

What is Life Cycle Services?

LCS is a specialized group within Kardex that was established to address the unique needs of customers – from basic software upgrades to full-scale hardware upgrades and relocating entire machines – this group is solely dedicated to ensuring Kardex solutions meet customer expectations and grow along with their business.

As with any service group, Kardex's LCS group performs routine maintenance for active machines in the field, and resolves technical issues if they occur. To ensure fast response times, Kardex boasts the largest network of factory-trained and certified ASRS technicians in North America. The LCS group also includes a large team of experienced software engineers who support Kardex software packages throughout the life cycle of the solution.

LCS at Kardex is about more than just maintenance. Many customers continue to grow throughout the lifetime of their ASRS solution and the Kardex LCS team is a critical part of that growth-helping customers upgrade, expand, or change their ASRS solutions to match changing needs.

Commissioning

Original Spare Parts

Operator Training

Helpdesk &
Software Support

Smooth go-live

Ensure availability

Life Cycle
Service

Ramp Up Support

Maintenance,
Safety & Repairs

Evolve efficiently

Optimize performance

Modernization

Kardex Connect

Relocation

Kardex Portal

Consultancy

On-Site Spare
Parts Package

Full coverage

Kardex holds an unrivaled advantage in the North American market in part because of its extensive network of certified support technicians providing full coverage support across the region. These experienced, factory-trained professionals perform scheduled maintenance (increasing machine lifetime and reducing risk) and promptly resolve errors that may cause unexpected downtime.

Each technician is trained and factory certified at Kardex's headquarters so they are equipped to resolve hardware problems for Kardex's full product portfolio. With support from the North American service center and quick access to a comprehensive inventory of spare parts, these local technicians are truly the "boots on the ground" of the LCS team.

Uptime excellence

Kardex ASRS machines are synonymous with durability and reliability. They boast uptimes and lifetimes much higher than the competition thanks to rigorous quality control during manufacturing and LCS support after installation. The LCS group combines routine maintenance and proactive monitoring to maximize uptime during the life cycle of the ASRS solution.

Kardex machines have enabled countless customer success stories, with many running smoothly for decades when properly maintained. It's difficult to guarantee an exact lifespan for any given machine due to variances in cycle counts, inventory composition, and environmental conditions—but LCS's focus on quality service and routine scheduled maintenance ensures that an investment in a Kardex ASRS solution is truly maximized.

ⓘ Learn more about proactive monitoring

Growing windows

As customers' needs grows and change, Kardex solutions grow and change with them. Whether its additional trays or bins, increased machine height for more vertical storage space, moving the entire machine to a new location, adding a software module or integrating another machine into an existing solution–LCS is equipped to help.

LCS is equipped to proactively identify potential growth opportunities as they appear. This ensures businesses can grow their ASRS solutions alongside their business and avoid any potential warehouse shortfalls before they impact operations. At Kardex, this concept is called "growing windows". Helping a customer identify and address these growing windows is an important aspect of the continuous improvement that LCS is committed to helping customers achieve.

Software superiority

Software is the brains of any automation project. Needs and requirements differ greatly from customer to customer. Some applications require lightweight, low-impact software packages that are simple and effective. Other applications have sophisticated Warehouse Management Systems (WMS) and require heavy-duty integration to Kardex software.

Kardex's software solutions are modular so customers can easily start with a base package and add on exactly what is needed over time. Additionally, Kardex offers an SAP® certified interface as well as a JAVA based interface that allows customers to control the ASRS solution seamlessly.

ⓘ Not sure what Kardex Software Solution is right for you?

Software support doesn't end after the project is finalized and software is installed–LCS hosts a large team of in-house software support engineers available to ensure the Kardex Software package performs as expected. Additionally, as warehouse processes change, LCS can modify the software throughout the life cycle of the solution. Kardex's LCS team is on standby to provide the additional modules and upgrades needed to run operations at peak efficiency.

Customer success is our priority

In the world of automated storage and retrieval, the North American Life Cycle Services group stands as a testament to Kardex's commitment to customer success in the region. This unwavering dedication to machine uptime, reliability, and quality sets Kardex apart from the competition. Contact us today to learn more about how an ASRS solution from Kardex can transform your business.

ⓘ Contact us

kardex.com