

Jungheinrich customer reference

# First-class fulfilment at Wardow.

 **JUNGHEINRICH**

# Increased capacity in the modified narrow-aisle warehouse.

Founded in 2005 as a one-man business, Wardow, an online retailer of high-quality bags and accessories in the premium segment, now sells around 20,000 items from over 140 different brands across Europe. The online shop, which operates in twelve languages, receives more than three million visitors every month. In order to efficiently process the constantly increasing order volume, the customer decided to restructure its logistics centre in Wustermark. Special racking up to 9.4 metres high and medium-/high-level order pickers with lithium-ion technology help the customer make optimal use of space with significantly increased warehouse capacity and picking capacity.

## ROOM FOR DYNAMIC GROWTH.

From bags and wallets to backpacks and suitcases, online retailer Wardow offers everything from popular trends to timeless classics. In order to be able to deliver the desired items on time with a range of this size, efficient logistics and process chains are required. Wardow has achieved this through a collaboration with Jungheinrich in the west of Berlin. As part of a storage consolidation project, space for more than 300,000 products was created in the 14-metre-high warehouse using special rack constructions over four levels.

## HIGH PERFORMANCE AT ALL LEVELS.

Before the restructure, the customer could only use a fraction of its warehouse capacity, but it is now achieving a whole new level of productivity. The new logistics system is based on a classic one-way racking system for the e-commerce sector, consisting of order picking racks for boxes with compartment inserts and compartment dividers. Enabling operation from both sides allows quick access to the goods, which greatly simplifies the order picking process for employees. EKS 412s medium-/high-level order pickers transport the goods swiftly, boast outstanding performance and lift capacity, and operate efficiently at heights.

## CUSTOMISED E-COMMERCE CONCEPT.

The rack construction is individually designed to allow the cardboard goods to be stored in such a way that product deliveries can be assembled within the shortest possible time. Driving accidents are avoided by guiding the trucks inductively. A guide wire laid in the floor ensures that the industrial trucks are always safely guided in the aisle and never deviate from the route. The open,

## Maximum productivity, minimal downtime.

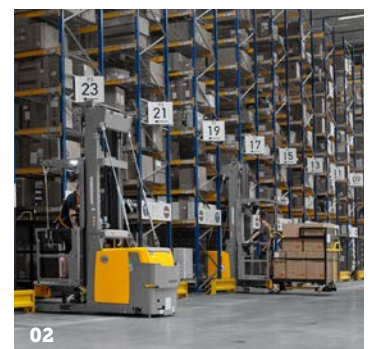
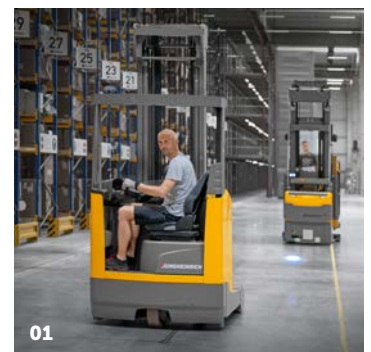
walk-on platform concept of the EKS 412s ensures a high level of comfort for employees even in demanding two-shift operation, while long-lasting lithium-ion technology with short charging times provides enough power for the entire working day.

## HAPPY CUSTOMERS ARE THE ULTIMATE GOAL.

Satisfied customers are the focus of day-to-day operations at Wardow. It's no coincidence that the online retailer is popular across Europe for offering a first-class service and short delivery times. Without the compact and dynamic warehouse system, it would not be possible to maintain or further optimise this high standard. Managing Director Danny Wardow values the solution-oriented partnership that Wardow and Jungheinrich have enjoyed for years. This partnership is built on a trusting relationship, loyalty and the ability to successfully turn grand visions into reality.

**01** Thanks to short charging times, the ETV 214 reach trucks with lithium-ion batteries display maximum endurance, even in multi-shift operation.

**02** Perfect all-round visibility guaranteed: EKS 412s medium-/high-level order pickers enable comfortable working at heights.





**// We wanted to aim high and, by providing us with logistical equipment including suitable racking systems and trucks, Jungheinrich enabled us to do just that. //**

**Danny Wardow**

Managing Director of Wardow GmbH

## **We speak to Danny Wardow, Managing Director of Wardow GmbH.**

### **What was your main objective when restructuring the logistics centre in Wustermark?**

In the run-up to the restructuring, only a fraction of our warehouse capacity was used, which is why our top priority was to make optimal use of the 10,000-square-metre area in order to increase goods throughput and optimise our processes. Previously, we operated three-metre-high shelving units manually. With the new racking system and the appropriate trucks for order picking at a height, we have opened up almost ten metres of the 14-metre-high warehouse. Processes have been greatly simplified for our employees, which has also increased our efficiency and productivity. Overall, the new warehouse system offers optimal conditions for the quick picking, packing and dispatch of orders.

### **Why did you choose lithium-ion order pickers, and what do you see as the advantages of the technology?**

Our fleet has been adapted so that we can power through every task with a combination of medium-/high-level order pickers, reach trucks and pedestrian stackers, both on the ground and at a height. By opting for lithium-ion technology for the EKS 412s, the truck impresses with its short charging cycles and maintenance-free batteries, even in multi-shift operation. We eliminate battery upkeep and benefit from maximum truck availability by carrying out rapid charging and booster charging during breaks. Of course, sustainability factors also play a role, such as lower overall costs and reduced CO<sub>2</sub> emissions compared to lead-acid batteries.

### **Why did you choose Jungheinrich as your partner, and how would you describe the collaboration?**

As a large, world-renowned company, Jungheinrich exudes a certain sense of security. In addition to having sites in the local area, this was the deciding factor in choosing Jungheinrich as a logistics service provider for the realisation of our entrepreneurial visions. When collaborating, we value long-term relationships, loyalty and mutual trust. These are exactly the qualities we have found in our successful and profitable business relationship with Jungheinrich, which was formed several years ago. Whenever we approach Jungheinrich with a new idea, we can be confident that we can tackle even the most complex projects constructively with a common goal in mind.

## THE PROJECT AT A GLANCE



Customer:

Wardow GmbH

Sector:

Online retailer

Company size:

70 employees across 2 locations

Location:

Wustermark, Germany

Warehouse size:

Approx. 10,000 m<sup>2</sup>

## CHALLENGE

Optimisation of capacity in a narrow-aisle order picking warehouse, space-saving storage of cardboard goods and the expansion of the fleet to include trucks for efficient order picking at a height.

## JUNGHEINRICH SOLUTION

A special series of order picking racks for boxes with compartment inserts and dividers as well as EKS 412s order picking trucks with an open platform concept and lithium-ion technology.

## RESULTS

Improved use of space in narrow-aisle warehouses thanks to customised rack construction, increased goods throughput and simplified ergonomic order picking processes.

## IMPRESSIONS

E-commerce par excellence: a special rack design with compartment inserts and dividers creates optimal conditions for transporting the varied cardboard goods.



The EKS 412s with a walk-on platform impresses with its advanced ergonomics and a special belt system for enhanced occupational safety.



Maximum efficiency in narrow aisles: the wire-guided EKS 412s navigates safely up to the highest racking level.