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Jungheinrich WMS Achieves Top Ranking in Professional User Rating 2027

- **Highest customer satisfaction for warehouse management system**
- **Ranked number one in the German-speaking market ahead of all major competitors**
- **Top scores also achieved for 'functionality' as well as 'service & support'**

Hamburg – Jungheinrich's Warehouse Management System (WMS) has secured the top position in the Professional User Rating (PUR) Digital Solutions 2027 by techconsult in the Warehouse Management category. This places Jungheinrich ahead of all evaluated providers in the German-speaking market. The award is based on ratings from software users and confirms the high level of customer satisfaction with both the solution itself and the associated services in the categories "Service & Support" and "Solution-Specific Functionality".

The Professional User Rating by techconsult is one of the most established user studies for business software in the German-speaking region. Every year, several thousand users evaluate all relevant software providers. The assessment considers not only the performance of the solution itself, but also factors such as innovation capability, service quality, customer support, and market positioning. In the 2027 edition of the rating, Jungheinrich's Warehouse Management System achieved the highest overall score and also took first place in the categories 'Service & Support' and 'Solution-Specific Functionality'.

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"For us, this recognition of the Jungheinrich WMS is far more than an endorsement of a single software product," says Dr Tobias Harzer, Chief Automation Officer at Jungheinrich AG. "It validates the direction we have consistently pursued for years. We continue to invest in software, data expertise, and artificial intelligence because intelligent software is becoming a key success factor in modern material handling. Today, an increasing share of customer value is created through the intelligent control and optimization of processes in the background. This rating confirms that customers increasingly perceive Jungheinrich as a software and automation partner."

The award comes at a time when the role of software in material handling is undergoing a fundamental transformation. Companies no longer seek to automate individual processes alone. Instead, they require solutions that intelligently connect material flows, resources, and data, enable real-time control, and continuously optimize operations. As a result, modern warehouse management systems are evolving from administrative tools into central control platforms for automated warehouses. This shift is also reflected in both the evaluation criteria and the results of the Professional User Rating.

Software Becomes the Central Enabler of Automation

With its Warehouse Management System, Jungheinrich provides an open software platform that intelligently manages manual, semi-automated, and fully automated warehouse processes. The platform integrates solutions from different manufacturers and connects warehouse equipment, automated systems, and mobile robots into a seamless material flow. As a result, the Jungheinrich WMS creates the foundation for end-to-end and scalable automation solutions.

The top ratings in the categories of functionality and service & support further demonstrate that customer success depends not only on technology itself, but also on successful implementation and reliable operation.

"Automation delivers its full value only when all systems interact seamlessly," Harzer continues. "As a system integrator, we combine hardware, automation technologies, and software into a single solution that enables our customers to achieve sustainable gains in productivity and efficiency."

Confirmation of a Long-Term Strategy

The latest top ranking continues the successful development of recent years and underlines how consistently investing in software, digital technologies, and artificial intelligence is strengthening Jungheinrich's position as a leading provider of intelligent material handling software.

Additional recognition of the company's software expertise came recently with the IFOY Award 2026 in the category "Integrated Customer Solution." The solution, implemented



jointly with the Liebherr Group, uses artificial intelligence within the Jungheinrich WMS to autonomously optimize complex material flows through data-driven decision-making.

For Jungheinrich, these awards confirm a strategic shift in material handling: the success of automation increasingly depends on the ability to intelligently connect processes, data, and technologies. With its open WMS software platform and extensive integration expertise, Jungheinrich enables customers to integrate automation solutions flexibly and scale them efficiently as their requirements evolve.

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About Jungheinrich:

As a globally leading provider in material handling, Jungheinrich has been advancing the development of innovative and sustainable products and solutions for material flows for more than 70 years. The listed family-owned business is committed to being a global partner offering value-adding solutions for material flows and thus creating the warehouse of the future. In 2025, Jungheinrich and its workforce of over 21,000 employees generated revenue of €5.5 billion. The Jungheinrich global network covers twelve production plants and its own direct sales and service companies in over 40 countries. The share is listed on the SDAX.