

Service Geeni

KNΔPP

KNΔPP

World Class Managed Services

Automation of your warehouse is KEY...



Introducing Service Geeni CMMS

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What is a CMMS?

KPI: Engineer Utilisation

KPI: Logistical Availability

KPI: Dynamic Availability

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Introducing Service Geeni CMMS

A bespoke state of the art Computerised Maintenance Management System (CMMS) specifically designed to provide live data and capture information regarding equipment maintenance, repair and downtime of your resident sites worldwide.

Service Geeni CMMS benchmarks the performance of your warehouse, highlighting the logistical availability, productivity & performance of engineering teams.

Service Geeni CMMS is integral to ensuring maximum operational efficiency...



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Service Geeni

Software · Cloud · ERP

Service Geeni & KNAPP have worked together for over



16 years
& counting

Service Geeni operate from 3 locations:



Manchester, Southampton & Bangalore



98%



of our clients would recommend us

Service Geeni's CMMS system helps operate

+25

KNAPP resident sites across the globe

Dedicated in-house



highly qualified

developers

GROWTH

Steady growth has seen Service Geeni become a leader in the service management software industry

Service Geeni has been passed through 2 generations (so far)



1984

Service Geeni was founded in 1984 and became a Limited Company in 1990



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What is a CMMS?

► How CMMS works

KPI: Engineer Utilisation

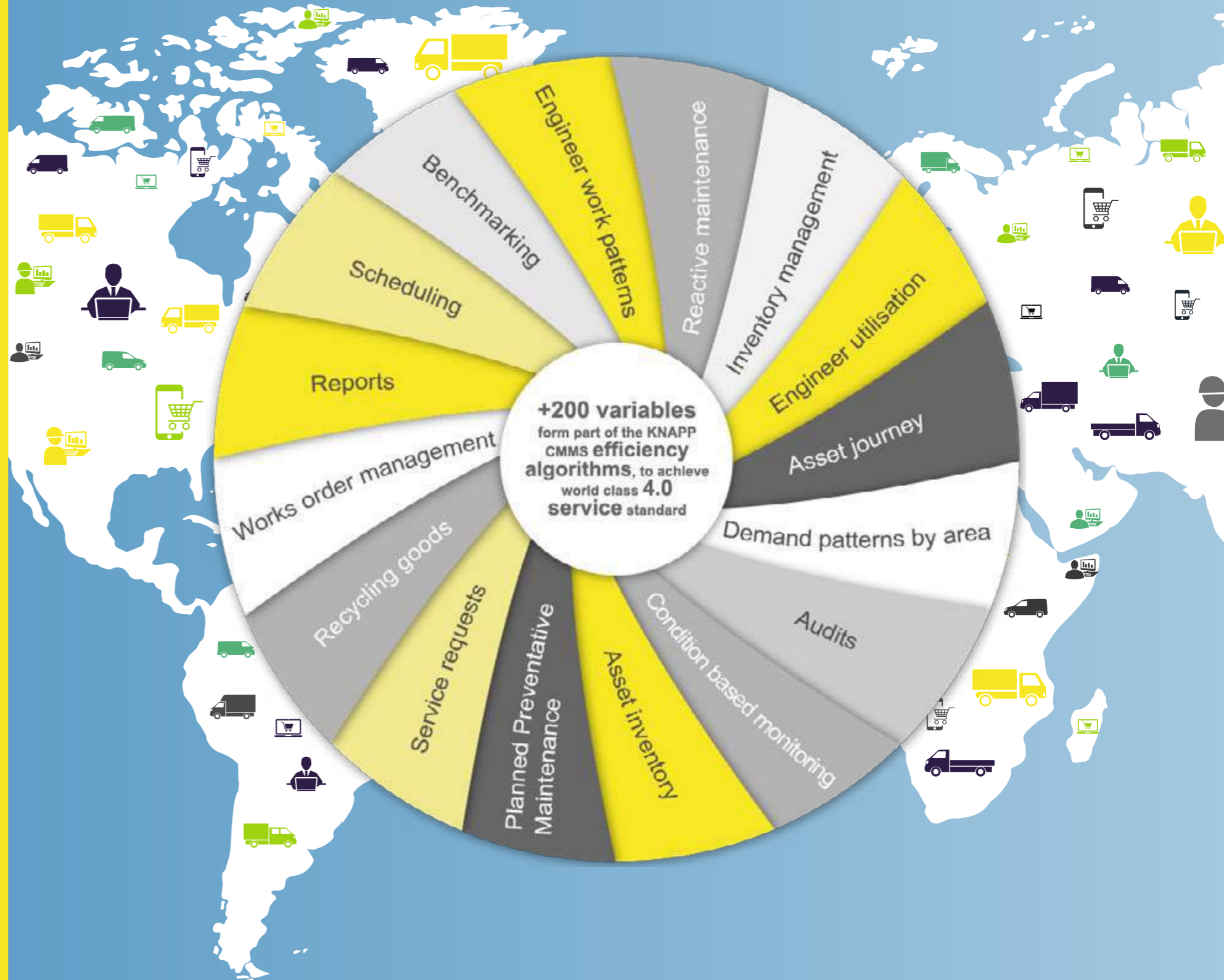
KPI: Logistical Availability

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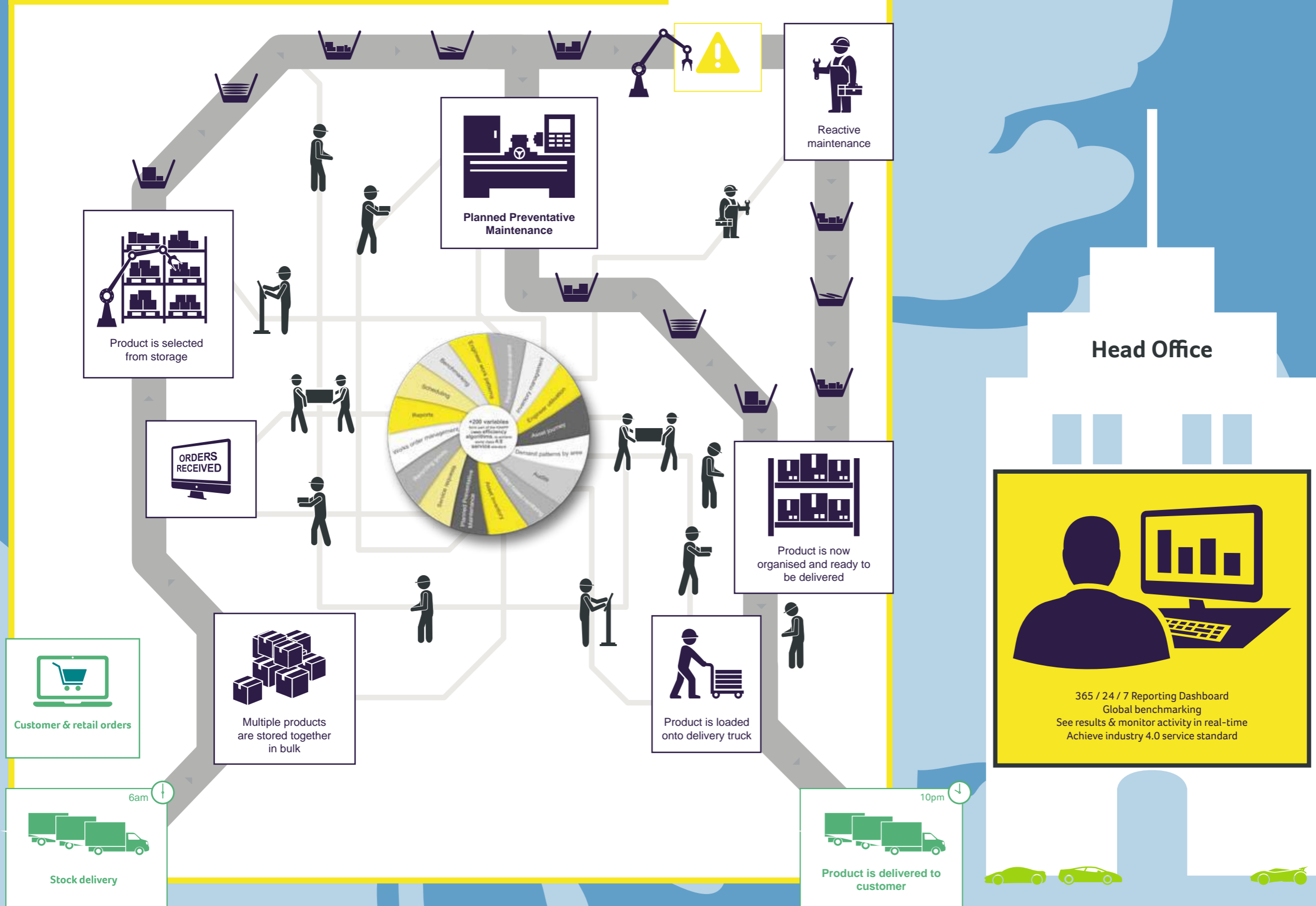
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The CMMS captures data and drives all warehouse operations



Head Office

365 / 24 / 7 Reporting Dashboard
 Global benchmarking
 See results & monitor activity in real-time
 Achieve industry 4.0 service standard

Product is selected from storage

Planned Preventative Maintenance

Reactive maintenance

Product is now organised and ready to be delivered

Product is loaded onto delivery truck

Multiple products are stored together in bulk

ORDERS RECEIVED

Customer & retail orders

6am
Stock delivery

10pm
Product is delivered to customer



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KPI: Engineer Utilisation

KNAPP use Service Geeni CMMS to schedule and manage engineer time, achieving world class 80 – 85% engineer utilisation levels.

The Service Geeni CMMS schedules planned maintenance considering multiple variables including demand patterns by equipment and zone, engineer skill-sets and training, mean time between failure, repair times and more. Recording live breakdowns and automatically adjusting engineer schedules to resolve issues in line with zone demand patterns. Parts management is automatic with consignment stock levels maintained to ensure low fix times.

The result is best use of engineer time, across all skill-sets and shift patterns. 85% engineer utilisation levels minimises the cost of maintenance whilst achieving unrivalled availability.



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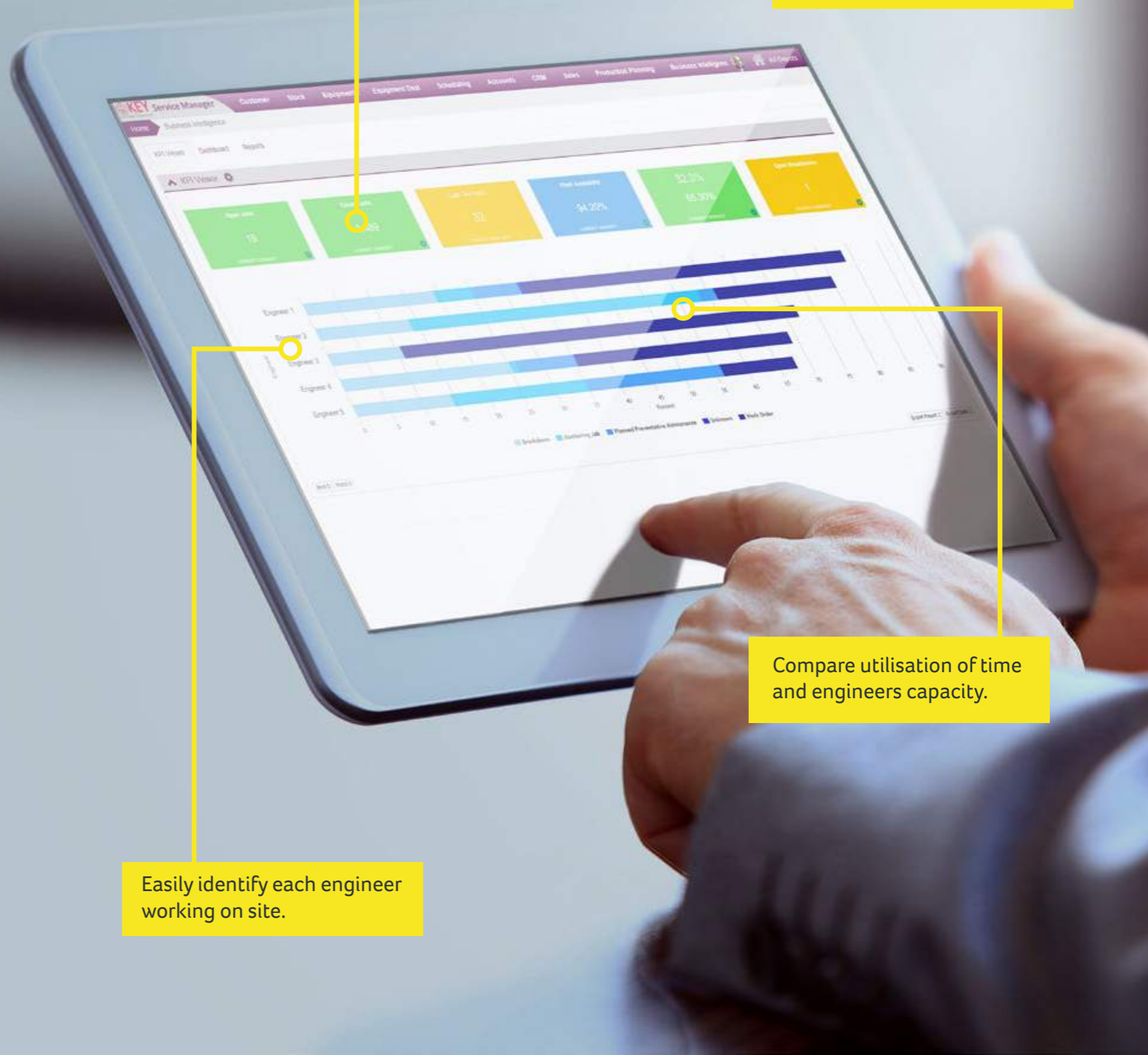
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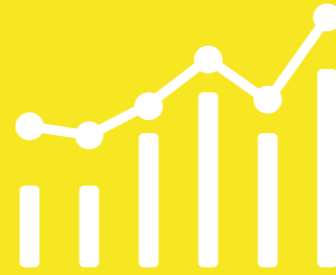
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Track

site operating efficiency



Monitor individual engineer efficiency



Measure KPI

80-85%
Engineer Utilisation

Organise engineers based on specific skill set



Easily identify
open & completed jobs

Highlight engineer's capacity to the minute





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KPI: Logistical Availability

Logistical availability is all about delivering +99% of orders every day and achieving maximum warehouse output levels; ultimately reducing your cost base.

A key part of logistical availability involves capturing every issue, no matter how small, and most importantly identifying the root causes. This goes beyond tracking and managing electro-mechanical maintenance. KNAPP take full ownership for every activity in the warehouse. Across thousands of SKU's and extensive warehouse zones, KNAPP accurately pin-points issue hot-spots, identifying causes and working closely with customers to resolve every potential risk.

The result is a KNAPP managed warehouse monitoring the entire process flow, constantly identifying, tracking and minimising single points of failure to achieve world-class logistical availability.



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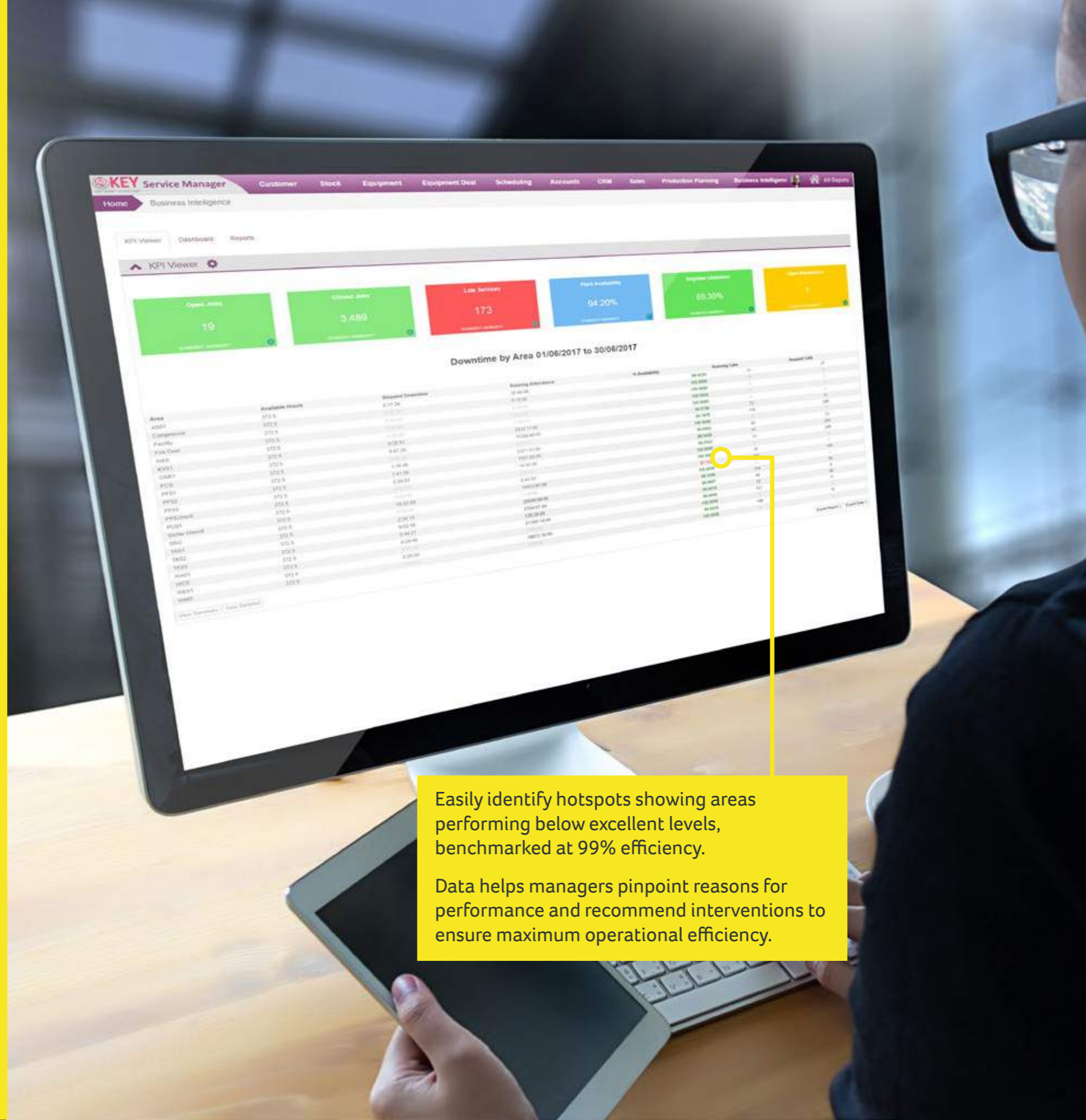
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KPI: Dynamic Availability

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Easily identify hotspots showing areas performing below excellent levels, benchmarked at 99% efficiency.

Data helps managers pinpoint reasons for performance and recommend interventions to ensure maximum operational efficiency.



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Track availability by area and time of day



Achieve

maximum
warehouse output
levels



Minimise
single point of failure



Monitor every process, track every
single issue & resolution



Tailor availability to suit operational
demands



Deliver

+99%

of orders





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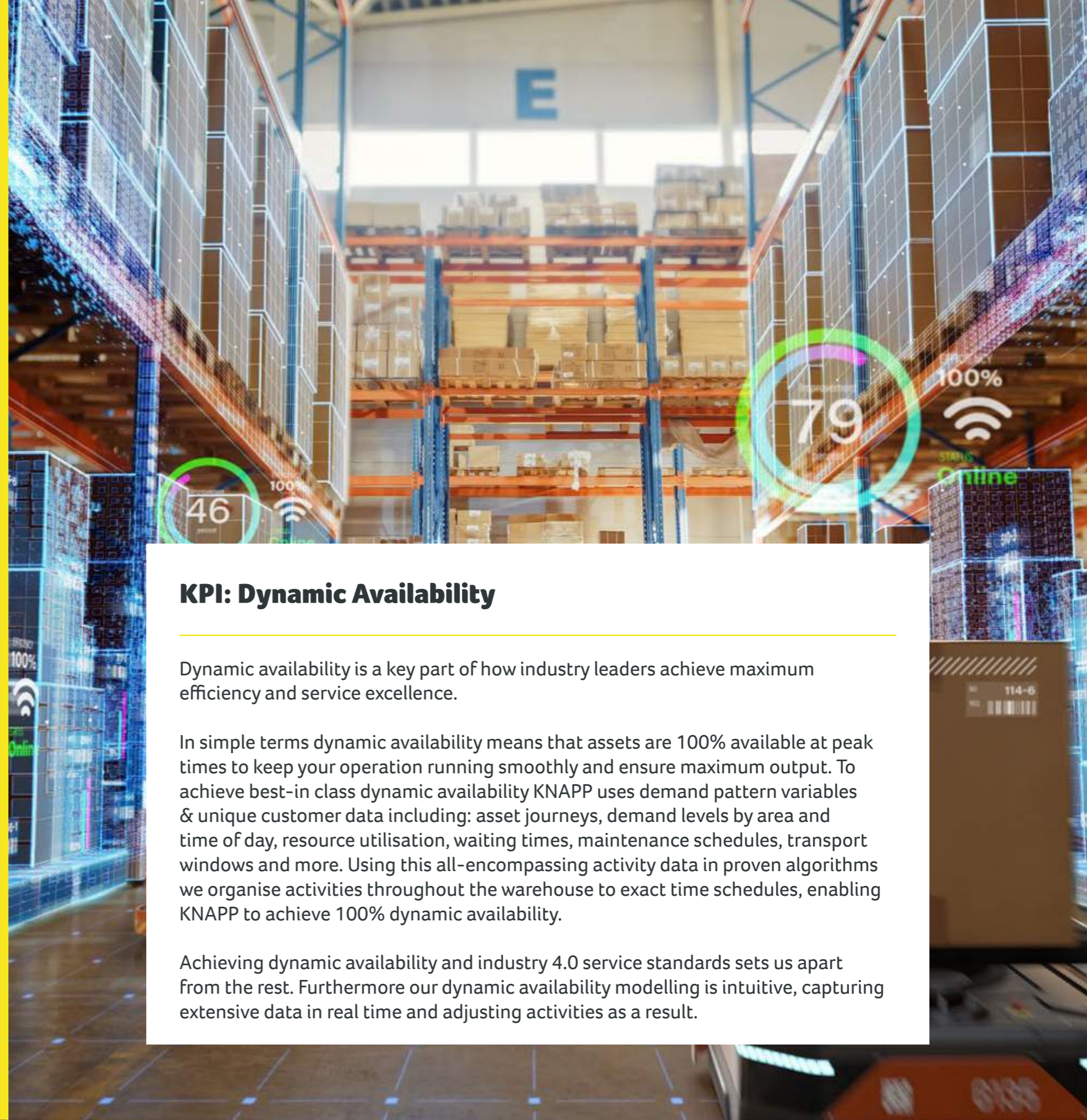
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KPI: Dynamic Availability

Dynamic availability is a key part of how industry leaders achieve maximum efficiency and service excellence.

In simple terms dynamic availability means that assets are 100% available at peak times to keep your operation running smoothly and ensure maximum output. To achieve best-in class dynamic availability KNAPP uses demand pattern variables & unique customer data including: asset journeys, demand levels by area and time of day, resource utilisation, waiting times, maintenance schedules, transport windows and more. Using this all-encompassing activity data in proven algorithms we organise activities throughout the warehouse to exact time schedules, enabling KNAPP to achieve 100% dynamic availability.

Achieving dynamic availability and industry 4.0 service standards sets us apart from the rest. Furthermore our dynamic availability modelling is intuitive, capturing extensive data in real time and adjusting activities as a result.



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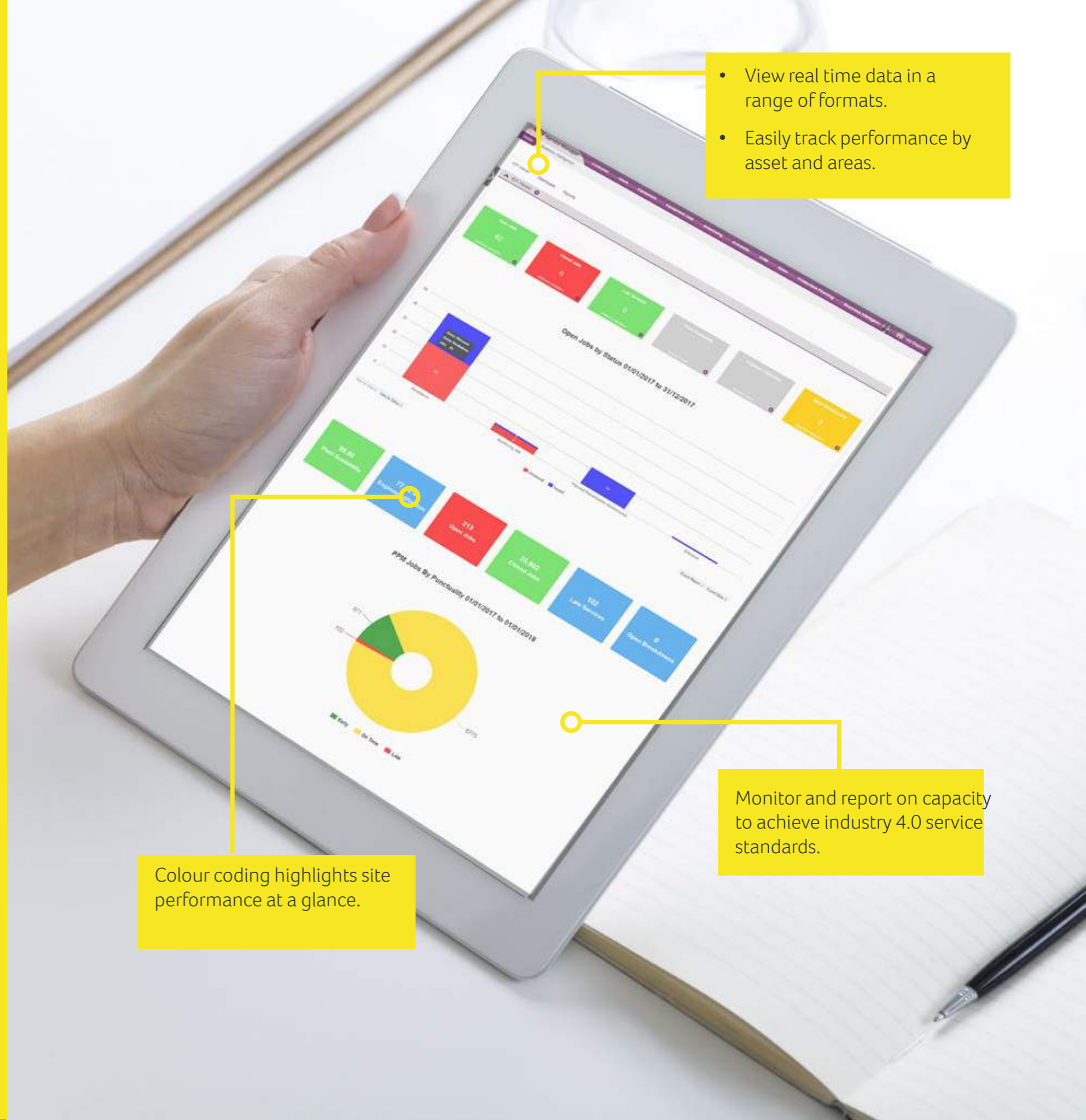
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- View real time data in a range of formats.
- Easily track performance by asset and areas.

Colour coding highlights site performance at a glance.

Monitor and report on capacity to achieve industry 4.0 service standards.



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Accurate live information



Manage

seasonal demand patterns



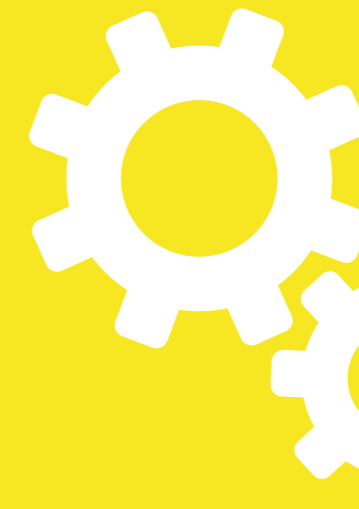
99.9%

Product availability

Real-time inventory management



Seamless stock movement



Dynamic work flows



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□ *It was difficult for us to find an automation service provider that met our unique business requirements, but on meeting KNAPP we knew that they understood our needs and it was well worth implementing their solution.*

We've worked with KNAPP now for over 12 years and trust their team to meet our individual needs, throughout their time with us KNAPP have provided consistent quality solutions and service, helping our business to move forward. □

□ *KNAPP got us in shape - Since KNAPP began managing our automation, there has been a significant reduction in automation downtime resulting in increased productivity and enhanced efficiency. The professional people at KNAPP really understood the needs of our business and have created effective solutions to improve our overall network. Thanks to KNAPP, our trusted partner, our e-commerce business is now working the way it should be.* □





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Being part of the KNAPP family of customers using Service Geeni CMMS means we can benchmark your efficiency levels across our extensive network of world-class sites.

This approach helps KNAPP to refine and improve our advanced capability to benefit you - everything you would expect from a best-in class service provider.





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