



**Jungheinrich WMS at  
Synthesa-Group in Austria.**  
**A central solution for the  
warehouse management  
throughout Austria.**

**JUNGHEINRICH**

**Project:**

Synthesa Chemie GmbH, Perg, Austria

**Industry:**

Chemical Industry

**Task:**

Initial deployment of the Jungheinrich Warehouse Management System (WMS) across all locations

**Project duration:**

05.2009–02.2010

**Services:**

- Company-wide process optimization
- Jungheinrich WMS
- Jungheinrich Vertical Lift System (LRK)

**Most important results:**

- Centralized inventory management in real-time
- Increase of output and inventory accuracy
- Creation of transparency
- Maintenance of flexibility

**The market leader introduces itself**

The company Synthesa Chemie GmbH has been developing, producing and distributing high-quality paints, varnishes, glazes, construction chemicals and materials for facade and insulation technology for more than 70 years. The headquarters and three production facilities are located in Perg in Upper Austria. Thanks to its out-

standing innovative drive and customer focus, Synthesa is the market leader for building paints in Austria, generating a turnover of approximately 171 million Euro (as of 2015) with around 700 employees.

**Several sites, various processes – one software solution**

The combination of continuous growth, a progressive expansion of the production and branch network as well as the variety of different products, production and storage processes brought the previous, paper-based warehouse management to its limits. For this reason, they decided to digitize the warehouse management system. The Jungheinrich WMS now ensures the efficient supply of the production and outgoing goods from all storage areas. Furthermore, it provides an Austrian-wide overview of order status and warehouse stocks in real-time.

**Process reliability with maximum customer orientation**

Synthesa was looking for a solution that fit exactly into the individual processes of the company. Enhanced process safety and efficiency had to be ensured as well as a high degree of flexibility to meet the individual end-user needs. The Jungheinrich WMS was able to fulfill all these requirements in a unique way.

## The requirement

### Illustration and optimization of complex warehousing processes

The multitude of different products and production processes at the various locations require a wide variety of warehousing processes. Moreover, the products manufactured or used by Synthesa are partly declared as hazardous substances, which is why legal requirements regarding the handling and storage of these products must be ensured. In addition to the requirement to record all inventories in real-time using radio-assisted processes and to create, among other things, inventory accuracy and transparency across all locations, the focus was on optimization topics. In the course of the project, storage processes were redesigned, the utilization rate of the existing storage capacity was optimized and the process reliability was increased. The illustration of short-term customer orders and short-term order fulfillments further required a system with which the high flexibility of a manually guided warehouse can be maintained. These and other objectives were supposed to be implemented with a system that is flexible, adaptable, future-proof and easy to use.

## The solution

### Customized WMS solution provides transparency and flexibility

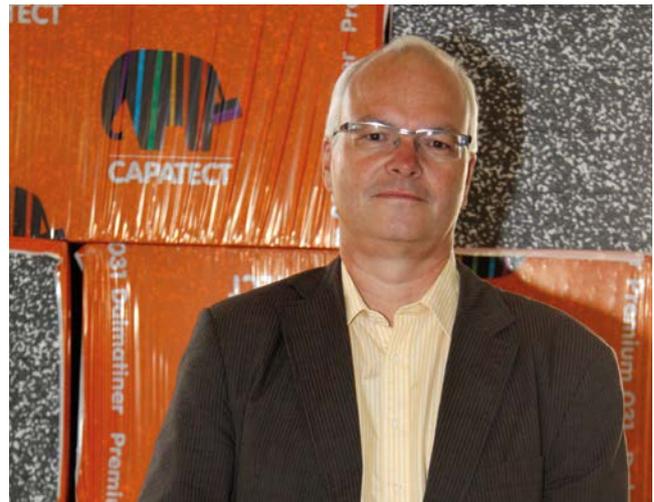
Thanks to the Jungheinrich WMS, the production and outgoing goods from e.g. drive-through racks, block storage areas as well as innovative storage technology, such as the Jungheinrich LRK, are now being supplied efficiently. By means of radio-data terminals with integrated barcode scanners and a loading module, a complete traceability of all incoming and outgoing goods in the warehouse is made possible in real-time. In addition, the Jungheinrich WMS ensures a proper storage of hazardous substances by defining storage criteria and interdependencies of the individual substances. The implemented

multiple warehouse module of the Jungheinrich WMS allows the desired overview of all storage locations: Both production facilities and branches as well as the respective inventories and orders are now represented within one system.

## Customer statement

### Efficiency increase with simultaneous flexibility

"It was very important for us that the software adapts to the processes and special requirements of our company and not vice versa," says Alfred Palkoska, IT-manager of Synthesa Chemie GmbH. "This is precisely the case with the Jungheinrich WMS, which is why working with the system quickly became natural to our 330 users. For this reason, we were able to optimize our warehouses, put an end to the 'paper chaos' and significantly increase our output at all 12 locations. Besides, the flexibility of the system also supports spontaneous customer requests, such as immediate pick-ups from the factory," Palkoska states.



Authorized representative Alfred Palkoska, IT-Management and Organisation, Synthesa Chemie GmbH, Perg, Austria.

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