

Smart Vision Picking at Schenker Deutschland AG

Schenker Deutschland AG Overcomes Logistics Challenges with TeamViewer Frontline xPick



SCHENKER

As complexity in the automotive industry increases, so do the demands on suppliers and service providers. Schenker Deutschland AG is mastering the increasing challenges by using innovative technologies. At their Hanover site, they rely on vision picking.

Initial Situation

As one of the global industry leaders, Schenker Deutschland AG offers innovative supply chain solutions for its customers. Within the procurement and manufacturing industries, Schenker Deutschland AG supports its customers with transparent production supply and sequence-accurate deliveries to assembly lines. In doing so, they cover all manufacturing-specific activities, focused on the premise of lean processes. Above all, Schenker Deutschland AG relies on the latest engineering and technology.

At its Hanover site, Schenker Deutschland AG manages a just-in-time (JIT) and just-in-sequence (JIS) supply of parts for the assembly line of customers in the automotive industry. Previously, Schenker Deutschland AG used a pick-by-voice system for this purpose, among other things. The focus on process reliability and efficiency, as well as the strategic orientation towards further future optimizations prompted the company to look for a new solution to ensure the most reliable and error-free sequencing possible for the end customer at the Hanover site.

Challenge

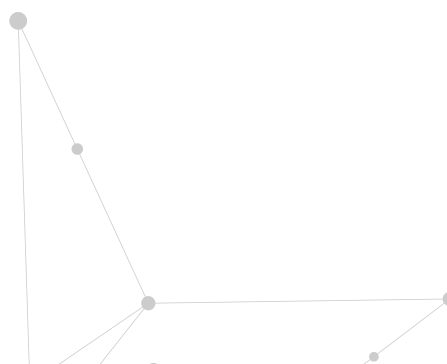
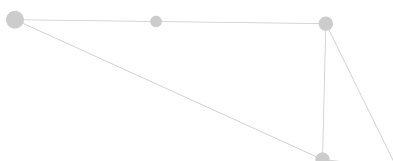
When fulfilling JIS and JIT orders, the top priority for Schenker Deutschland AG is high-speed accuracy. Errors in sequencing have a direct impact on the customer's production, resulting in delayed deliveries, long wait times, and – in the worst case – a complete standstill of the assembly line.

As the complexity of products has increased significantly over the recent years, particularly in the automotive sector, the corresponding supplier tasks have also become more demanding. The sequencing racks for Schenker Deutschland AG for supplying customers' automotive production chains are available in approximately 20 different combinations.



We were looking for a hands-free picking solution that would optimize our performance. With xPick, we found just that.

**Luca Bode, Project Manager Supplier Park
Schenker Deutschland AG**



TeamViewer Solution

Schenker Deutschland AG started a pilot program with the TeamViewer Frontline vision picking solution xPick. A device test was to reveal the appropriate solution for the specific use case. The winning combination: a wrist-worn Zebra TC 20 as a display unit for visual presentation of information combined with the TeamViewer Frontline RFID wristband xBand and additional scanners for confirmation. With the complete integration of xPick, the entire process syncs with data from their SAP system in real time.

When employees start their workday, they log in to xPick, which specifies the assembly and module. The associated orders are then assigned. When parts are removed from the storage area, employees scan the part-specific barcodes for validation. By using the RFID wristband and matching RFID tags on the sequencing racks, confirmation of deposits is done automatically through natural hand movements. After the sequencing is confirmed, that triggers labels to be printed. The labels contain information, including the supplier and batch number. This is particularly important for their customers, since tracking parts is relevant for safety purposes in the automotive industry.

For Schenker Deutschland AG, using of xPick at the Hanover site is just the beginning:

- Up to 80 percent of employees can potentially use vision picking in company operations
- Other use cases are being evaluated to expand the solution for other purposes, such as employee training

Results

By deploying the TeamViewer solution, Schenker Deutschland AG implemented a more efficient process with easy-to-use technology.

The intuitive graphical user interface of xPick provides information at-a-glance, directly on wearable wrist devices.

The meticulous sequencing confirmation steps integrated into the process ensure that the right parts are picked up and put in the right place in the sequencing rack. For Schenker Deutschland AG, this results in significant time savings and low error rates. An additional separate rack check for validating the sequencing racks could be integrated into the running sequencing process to save time. The result is a lean process.

Since xPick offers flexible customization options, Schenker Deutschland AG can quickly and easily adapt the confirmation procedures itself according to process needs. For example, they can add more confirmation steps for parts that are highly critical for production.

The TeamViewer Frontline vision picking solution meets all objectives of Schenker Duetschland AG:

- ✓ Keeps both hands free, enabling employees to safely move large, bulky parts for automotive assembly
- ✓ Improves employee performance with easy operability and information intake
- ✓ Creates leaner, more reliable and efficient processes with full transparency, integrated with SAP
- ✓ Reduces overall costs
- ✓ Increases customer satisfaction

Flexible Use of Hardware

The TeamViewer Frontline solution demonstrated flexibility with hardware.

Since it was important to Schenker Deutschland AG to have the best possible combination of devices that would adapt precisely to the sequencing process, they launched a pilot program at the beginning of the project for evaluation purposes. Here, various types of smart glasses, tablets, and display devices were available, as well as a range of scanners and other confirmation devices.

The diverse combinations were completely supported by the flexible TeamViewer solution. Fortunately, since Schenker Deutschland AG already relied on Zebra TC20 for other processes, employees were familiar with it and could use their existing devices with the new xPick solution.



100%
Accuracy with
Zero Errors



Leaner
Processes



100%
Hands-Free
Operation

About Schenker Deutschland AG

With around 76,200 employees at more than 2,100 locations in over 130 countries, Schenker Deutschland AG is one of the world's leading logistics service providers. The company offers land transport, air and sea freight, as well as comprehensive logistics solutions and global supply chain management from a single source.

About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device – across platforms – from anywhere.

With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

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