

SCM Autostore: the spare parts warehouse that revolutionises the logic behind customer care

The Group has been the first to create a project of this kind in the woodworking sector: an automatic warehouse that handles 30 thousand items with 19 robots for pick-up operations and exclusive advantages in terms of efficiency and sustainability.

SCM presents Autostore, the new automatic warehouse for spare parts operational since January 2022 and established in the area of the former Fonderia as part of renovation and upgrading work at the industrial plant in Rimini.

A futuristic project as is clear from the figures: **30 thousand items** handled in a structure covering **900 m²** for a height of **5.5 metres**, over **13 storage levels** and with **24 thousand modular boxes** capable of holding up to **30 Kg** of pieces each.

The new system allows considerable gains to be made in terms of space occupied, if we consider that the traditional warehouse next door, for larger sized spare parts, contains 4,000 in an area that is more or less the same size.

Above all, it means SCM can provide a more efficient, better-quality service by speeding up by 75 per cent the pick-up operations and **reducing dispatch times by 30 per cent**. Every day, around **300 shipments** are handled containing thousands of components with a maximum lead time of 48 hours from the time the order is placed.

All this is possible thanks to **19 robots** powered by two 12-volt rechargeable batteries capable of picking up **one piece every 45 seconds**, 24 hours a day, seven days a week.

The other important advantage is achieving **maximum energy efficiency** and a long duration over time, with an energy consumption **lower than 0.1 kWh** per robot.

*"We wanted to take another step forward by choosing the best that logistics management has to offer, a technology that, to date, had not yet been applied to the management of spare parts in the sector for wood technologies - says **Luca Maggiani**, Service&Parts Business Development Manager at SCM -. Autostore is a system offering typical e-commerce performance, that not only brings spare parts to the operator, but works with top-quality performance and speed. From here, the partnership with Swisslog to devise a solution that fully satisfied our needs".*

*"Handing over the right spare part in the shortest time possible: this is the technological challenge that drove SCM to put their trust in such an advanced system - adds **Alessandra Benedetti**, Customer Care Manager at SCM -. This clearly shows how this Group continues to invest to offer valuable services even after a sale. The customer remains at the heart of each of our decisions".*

GO DIGITAL, STAY HUMAN

There is improved value even for SCM operators because even if Autostore makes use of 19 robots for the picking operations, the number of resources employed in the Service&Parts team has remained unaltered.

"The operators are the same as before, but now they perform handling and control duties that are undoubtedly less tiring or repetitive - adds Maggiani -. We also apply the principles of Smart&Human technological solutions to the spare parts sector that we offer to customers, placing

the coordination of each process in the hands of the operator. According to our 'Go digital, stay human' project, it is the people who make the real difference, even in customer services. Indeed, we encourage the re-skilling of our team, promoting all those activities that AI cannot reach".

THE "BEST WAREHOUSE" POSSIBLE

Suppliers deliver to the reception area where each piece is scanned, recorded, weighed and measured, so that the operator can choose the most suitable box in which to place it. At that point, it is Autostore that indicates in which box the piece needs to be placed, using a ray of light. After additional checks, the box is loaded into the warehouse. The robots only deal with loading and returning the boxes to the operator, but work continuously to optimise the organisation of spaces, arranging the various boxes in the best positions according to the frequency of use of the parts contained therein, determined by precise algorithms.

The operator can intervene at any time by questioning the system to establish the exact location of each piece.

Another important advantage is the possibility to store up to **two hundred orders** in a continually updated and stocked database. This makes it simpler to handle all the data surrounding the activity, track each individual element delivered and perform advanced analysis that can be useful for the future, even in terms of **prognostic maintenance**.

Scm Group is a global leader in technologies for machining a wide range of materials and industrial components. Across the globe, the group's companies act as highly reliable partners to leading industries in a wide range of product sectors, from furniture to construction, automotive to aerospace, and yachting to plastic machining.

Scm Group coordinates, supports and develops a system of industrial excellence in 3 large highly specialised production centres in Italy, with a turnover in excess of 750 million Euro, with 4,000 employees and a direct presence in all 5 continents.

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