

# Solutions for Healthcare & Cosmetics

Automate processes,  
guarantee security  
and optimize supply capabilities

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**SSI SCHÄFER**

# Prescribing Maximum Efficiency



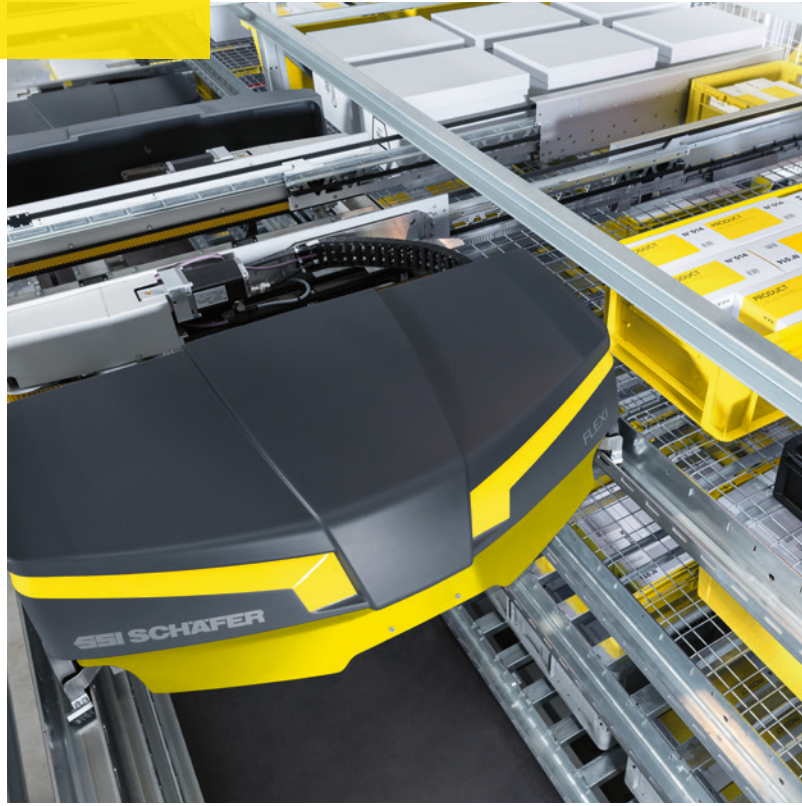
Fragile products, complete documentation, and complex conditions place high demands on intralogistics operations for both manufacturers and distributors within the Healthcare & Cosmetics industry. Decreasing availability requires more frequent deliveries, even of smaller quantities. Quick delivery expectations, even when orders are submitted late, can increase pressure within the logistics chain.

In the Cosmetics industry, gentle handling of products often plays a crucial role. Packaging must not show any signs of damage or scratches whatsoever. Seasonal peaks as well as an increase in omni-channel selling and distribution must be covered. The Healthcare industry expects maximum reliability, security, and extremely high picking performance at peak times.

#### **Intralogistics challenges:**

- High quality customer requirements with zero-error tolerance
- Order peaks caused by multiple orders per day
- Diversity in product shapes puts high demands on the handling process
- Differentiation between OTC and prescription goods
- Complete traceability for quality assurance and security
- Validation and certification of software solutions (GDP, GMP)
- Integration of value-added services
- Batch picking and sorting for mail-order pharmacies





**SSI SCHAEFER draws on a wealth of expertise and technologies for the continuous supply of products in the Healthcare & Cosmetics industry. Our systems, whether manual, semi-, or fully automated, will adapt flexibly to your increasing requirements.**

### **Solutions from SSI SCHAEFER**

- Manual, semi-automated, and fully automated picking systems
- High-quality bins and trays
- Intelligent racking systems, such as static racks or flow racks
- Wide range of products for goods-to-person systems
- Product and order verification using the SSI Product Identification
- Handling systems for a fast and efficient material flow
- Automated guided vehicles (AGV) and robots for both picking and palletizing
- Serial number tracking through automatic data recording of each individual item
- Continuous inventory control and expiration date checking with automatic early detection when expiration date is approaching
- WAMAS and SAP software solutions for manual, semi-automated, or fully automated warehouses

# SSI SCHAEFER: Because Quality is the Best Remedy

In order to plan for future growth, logistics solutions must fit seamlessly into your processes, be able to scale, and adapt to new market conditions. To achieve this, you need specialists - experts that think in terms of complete system solutions instead of individual processes.

At SSI SCHAEFER, this holistic approach has been the basis of our success for decades. As a general contractor operating at a global level, we deliver complete logistics systems. Starting from comprehensive system planning and consultancy services to a complete turnkey system, SSI SCHAEFER provides customized service and maintenance packages worldwide.

## Complete solutions from a single source

SSI SCHAEFER has a wide range of products and solutions, which covers an entire spectrum of material handling products and services - every solution is tailored to meet individual needs. Our customers benefit from the fact that we make all of the SSI SCHAEFER Group's components ourselves. Having more than 10,000 employees globally makes us a strong and reliable partner.

## Our dedication and commitment

Anyone familiar with SSI SCHAEFER knows that we go beyond standard practice in the industry for our customers.

For example, we are committed to:

- ✓ Always providing the best possible solution
- ✓ Always being there for our customers
- ✓ Always keeping our word

You can therefore expect us to treat your concerns as our utmost priority. Whether you have a question regarding what our employees can do for you, the development of new technological solutions, or comprehensive service packages throughout the life cycle of your system, we are here for you. And not just today, but tomorrow and the day after. After all, as a family-run enterprise, we think and plan for the long-term.







## Specialists for the Healthcare & Cosmetics industry

The market sector for pharmaceutical and cosmetic products places stringent quality demands on intralogistics operations. All processes must be controlled and transparent, while quick but error-free delivery is required.

**SSI SCHAEFER has assembled a team of experts to meet the intralogistics challenges of the healthcare and cosmetics industry.**

Our team of experts develop solutions that support future growth for pharmaceutical distributors, cosmetics manufacturers, drugstores and mail-order pharmacies. An SSI SCHAEFER system can support both traditional wholesale distribution systems to omni-channel logistics solutions that fully support fast-paced eCommerce requirements.

The results are precisely tailored solutions for all industry-specific applications. Whatever the size of your project, you can count on the experience of SSI SCHAEFER to implement a scalable and modular solution. Plus, SSI SCHAEFER intralogistics will fit seamlessly into your current processes.



## Optimized Automation for Small Volumes of Fragile Products Needing Quick and Reliable Delivery

Complete traceability, a zero-error rate, and punctual delivery are requirements that must be strictly adhered. Even when smaller volumes of goods have to be picked and delivered several times a day: a typical scenario within the Healthcare industry.

Only an automated storage and picking solution can handle this type of scale cost-effectively and efficiently. Automated storage and picking systems ensure a high throughput of goods in a very short time period and adapt as orders

increase. Modular, expandable systems, such as installed pharmaceutical systems by SSI SCHAEFER are the answer to an increasing number of challenges within the industry.

### A-Frame: High picking performance for fast-moving products



The A-Frame from SSI SCHAEFER performs complex order consolidations automatically, reliably, and as quickly as possible. It is particularly suitable for picking small packaging units without errors. Thanks to a sophisticated system with both straight and inclined product channels, the throughput of fast and medium movers is increased dramatically.

Replenishment and picking occur separately. To optimize workforce utilization, replenishment is performed by employees during off-peak hours. Picking is done fully automatically during peak hours.



## Automation for a pharmaceutical distribution warehouse: A closer look at CERP Rouen

The engineered distribution system by SSI SCHAEFER was a custom concept for French pharmaceutical distributor, CERP Rouen, located in Lyon, Irigny. The system provides an optimized material flow from goods-in to shipping of approximately 16,000 items and fulfills 25,000 orders per day. At the heart of the solution, there is an A-Frame for picking of fast moving products with 18 modules and 2,052 product channels.

In addition to fast moving product picking, there are ten picking stations using Pick by Voice. Lidding and Inserting machines accelerate the material flow. These machines automatically apply an address sheet to the transport bin and then close the bin with a lid.



"We have been putting our faith in SSI SCHAEFER as our intralogistics partner for more than 20 years. We owe the success of this project to our long-standing relationship and excellent communication before and during the project."

J erome Ibar, Director Automated Systems  
at CERP Rouen

## SSI Piece Picking - Next-Generation Picking Robots

SSI Piece Picking enables fully automated piece picking. It is used where individual pieces in the small parts area have to be picked and highest precision is required. This versatile solution, which includes a dedicated smart software, boasts advanced functions such as pick-and-place, object recognition using artificial intelligence (AI), a patented gripping point determination, and extremely gentle product handling.

However, the SSI Piece Picking solution shows its full potential especially in the healthcare and cosmetics industry, where gentle handling and error-free picking are of utmost importance. In the pharmaceutical sector, it can already cover 80% of the product spectrum, including various packaging shapes such as cubic, cylindrical, tubular and blister packaging. The product range is continuously being expanded to support even more formats.



## 100% order verification for North American retail pharmacy

SSI SCHAEFER implemented a highly innovative material handling solution to ensure 100% accuracy in prescription and order fulfillment. The retail pharmacy needed not only a flawless picking solution, but also an automated solution that would work with limited personnel even during peak volumes. The stringent logistics requirements were optimized and implemented with a combination of proven storage and picking systems with state-of-the-art robotics and data capture technology. The entire system is controlled and administered by the logistics software WAMAS, while the logistics dashboard WAMAS Lighthouse is making operating processes transparent and visible.

### The advantages

- Holistic solution for maximum performance
- 100 % verification and highest quality to ensure patient safety
- Fast and constant availability of medicine

# Dynamic, Scalable, and Fully Automated: Holistic Concepts for Maximum Performance and Process Security

Fragile goods require logistics solutions that guarantee safe handling and adapt to new types of packaging.

The SSI SCHAEFER solution is an intelligent combination of different storage and picking systems. Modular in design, each system is enhanced with specific solutions to address both pharmaceutical and cosmetic industry challenges. SSI SCHAEFER approaches each project with a holistic view

when designing a system. Drugs from various temperature areas, fragile cosmetics in high-quality packaging, or toiletries stored on pallets - SSI SCHAEFER can achieve a significant increase in performance with maximum process security.

## United Drug: A wholesaler for pharmaceuticals with an ultra-modern distribution center

United Drug Supply Chain Services is Ireland's leading distributor of pharmaceutical goods. United Drug supplies both Ireland and the United Kingdom from its branches in Dublin, Ballina, Limerick and Belfast. The company commissioned SSI SCHAEFER to increase the number of order lines for the picking system at its distribution center in Dublin. The requirement was to increase throughput from 7,000 units to 12,000

units per hour. Plus, SSI SCHAEFER was requested to integrate existing installations and to automate the majority of the system. This included the installation of two warehouse aisles with SSI Miniloads for storage of fast and medium movers, as well as eight SSI Carousels with two Advanced Pick Stations two-level. Also, four SSI Carousels were installed as shipping buffers with a capacity of 5,000 bins.



"Our choice of partner for the planning and implementation of the warehouse solution in Dublin was without a doubt SSI SCHAEFER. We needed to double our efficiency levels, and we managed to do this in just 18 months thanks to a cost-effective solution that increased the degree of automation in our warehouse. We were extremely satisfied with the solution implemented by SSI SCHAEFER."

Sean Coyle, Divisional Managing Director at United Drug Supply Chain Services



## SSI Cuby: Unbeatable performance with maximum storage density

The SSI Cuby is a single-level shuttle system ideal for the fully automated storage of bins and cartons weighing up to 35 kg. This highly efficient system guarantees high storage availability that is energy efficient with an attractive price.

A scalable lift system with a two-tier function ensures a high performance, an optimized material flow, and compact system layouts.

## Unique integration of storage and picking technologies at Symbion

Symbion is a wholly-owned subsidiary of the EBOS Group Limited, a large and diversified Australasian wholesaler of healthcare, medical and pharmaceutical products. SSI SCHAEFER implemented a solution in Brisbane that met all of Symbion's needs.

The facility includes the single-level shuttle system SSI Cuby arranged in the patented 3D-MATRIX Solution® as well as the high-performance, ergonomically-optimized goods-to-person Advanced Pick Station two-level. Additionally, the facility incorporates an A-Frame, various handling machines, WEASEL® automated guided vehicles and WAMAS logistics software. To provide optimal system performance, Symbion has opted for SSI SCHAEFER's Resident Maintenance Module.

Due to the automation and efficiency of the system, the time between order receipt and shipment can be regularly as short as 45 minutes, and the system processes 9,000 orders a day.



"Scalability and flexibility is a key part of the design process and the way we lay it out does anticipate the future needs of the business. One of the key benefits for us is that we can do a number of roles from a single technology. We have access to all the products that we can call out in any sequence at very high speeds."

Simon Bunde, Executive General Manager, Strategic Operations & Innovation at EBOS Group Limited



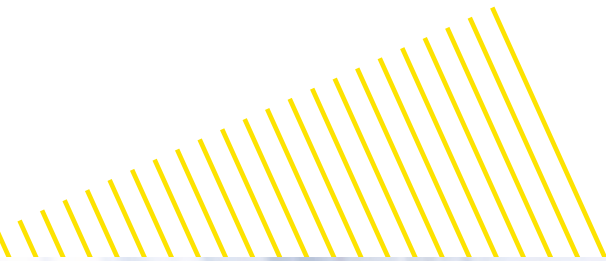
# SSI Product Identification: Digitalize and Sort in a Single Process

Ensuring batch and serial number identification is essential, particularly within the Healthcare & Cosmetics industry. Efficient implementation of the statutory provisions of tracking & tracing increase patient safety, but also gives a competitive edge while competing in the market.

We offer a variety of solutions for intelligent product identification and precise picking. An intelligent image processing system is used to identify, document, and sort items. The integrated scanner reads 1D and 2D bar codes from six sides for an effective item identification process.

## Features & benefits

- Traceable and error-free picking
- Batch or serial number detection
- Automated check processes
- Easy integration into existing warehouses







## Get automatic quality assurance with the Order Verifier

With the Order Verifier, manually handed in articles of an already picked customer order are identified, counted, checked, verified, and documented in a single step - regardless whether the article is cubic or cylindrical, packaged in a blister pack, tube, or bag. With a technical performance of up to 3,000 items per hour, the system has proven itself to be a reliable check solution, reducing costly manual check processes.

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# Scalable Solutions for E-Commerce and Omnichannel Logistics

Due to the increasing boom in online business, providers in the pharmaceutical and cosmetics sector face the task of adapting their intralogistics to the growing volume of orders in e-commerce while dealing with the need to strengthen their responsiveness in fragile, highly competitive markets at the same time.

A major challenge here is to find suitable intralogistics systems that can also be used to cover issues such as legal requirements for prescription drugs, traceability, adequate packaging and gentle product handling as well as the processing of ready-picked orders. Due to Click & Collect, same-day delivery and classic order peaks in the cosmetics sector such as Black Friday, Valentine's Day etc. adherence to on-time delivery increases.

Depending on the order volume and degree of automation, SSI SCHAEFER offers individual intralogistics solutions, such as:

- ✓ Manual rack systems with Pick by Light, batch process (low automation)
- ✓ A-Frame, automated guided vehicles (AGV), small sorter solutions (medium automation)
- ✓ Shuttle solutions, SSI Piece Picking robots, logistics software WAMAS, automated shipping preparation (high automation)

**SSI SCHAEFER supports you as an intralogistics partner with many years of experience, by offering modular, scalable and sustainable solutions and services for your specific e-commerce and omnichannel requirements.**

## Highly automated e-commerce solution for Shop Apotheke Europe

SSI SCHAEFER equipped the logistics center for one of Europe's leading online pharmacies in Sevenum, The Netherlands. The highly automated solution increases the shipping volume to more than 35 million parcels per year and has been designed for zero-error tolerance and 24/7 operation.



The automated miniload system ensures single-deep and double-deep storage, while the shuttle system SSI Cuby works as order buffer. The A-Frames enable fast processing of complex orders, even at peak times. Furthermore, Put to Light work stations and work stations for single order sorting are installed. This is complemented by various handling systems to support shipping preparation. The logistics software WAMAS coordinates the material flow.





## Automation of the entire supply chain at Natura

Natura is Brazil's market leader for cosmetics, perfume and personal hygiene products, and supplies about 1.2 million sales consultants for direct sale. In order to meet the high demands in order processing, SSI SCHAEFER installed a fully automatic depalletizing and palletizing area, an automated

miniloader system, A-Frames for fully automatic picking of fast movers, Pick by Light picking stations as well as SSI Carousels in the distribution center in São Paulo. The logistics software WAMAS manages the complex processes in the warehouse, independent of the type of the load carrier.



"The distribution center in São Paulo is a unique success in every respect. The strong partnership of Natura and SSI SCHAEFER definitely contributed to this success. With the central hub, a majority of deliveries can be processed within 24 hours. The warehouse is perfectly prepared for future requirements and we can supply our e-commerce customers and stores from here."

Angel Medeiros, Director of logistics innovation at Natura



# Software Solutions: The Driving Force for Consistently Synchronized Processes

## WAMAS logistics software

Our WAMAS logistics software guarantees intelligent solutions for the challenges of today and tomorrow. WAMAS encompasses around 30 years of expertise in the development and implementation of sustainable and scalable intralogistics solutions.

The logistics software can be seamlessly integrated into ERP systems, creating the perfect prerequisites for efficient control of all the logistics processes - from

customer order to the PLC and mobile end devices in manual areas. The software grows with your requirements, supporting your company through any and all expansions.

## Proven SAP competence

As a system provider, we are your trusted partner for the selection, implementation, ongoing maintenance and further development of SAP logistics solutions. Our broad range of consulting and implementation expertise is reflected in numerous international projects.

## WAMAS® Portfolio

### Manage

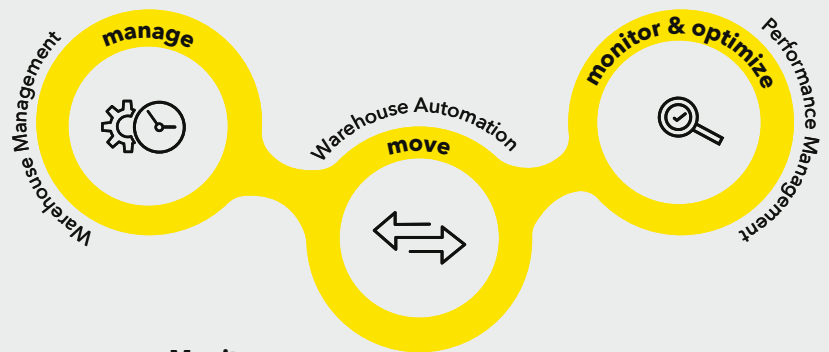
The state-of-the-art software controls and optimizes manual or highly complex automated processes based on the current daily orders.

### Move

Whether forklift transportation, conveyor technology, shuttles or AGVs - WAMAS integrates all components into a high-performance overall system.

### Monitor

The central information platform WAMAS Control Center provides insights into warehouse operations in real time and constantly shows potential areas for improvement.



## Optimize Processes and Save Costs: More Power Through Modernization

Just as some traditional treatments or remedies are making a comeback thanks to modern research, your warehouse performance can be increased considerably using new storage technologies and software releases.

Technology updates streamline warehouse and picking processes and reduces costs. This includes also updates to previous investments. It does not matter if you purchased an installation from us or from another provider. We analyze your logistical situation together with you to increase sustainable performance and profitability. With our years of expertise, we advise you on areas for optimization and recommend customized solutions.

After preparing a return on investment analysis, we offer you:

- Optimization of organizational and warehouse processes
- Implementation of new picking methods
- Expansion to new warehouse areas
- Extension/modernization of mechanics, electrical engineering, control
- Software and hardware upgrading



# Innovative Service Portfolio for Maximum Availability of all Systems

Once your system has been successfully commissioned, our experts will continue to support you. Our comprehensive service portfolio offers customized solutions for all requirements.

## Preventive Services

- Maintenance
- Inspection
- Safety Inspection
- Rack Inspection
- Training and Certification
- System Monitoring
- System Security

## Reactive Services

- 24/7 Technical Support
- Call Out Support
- SSI Augmented Support

## Life Cycle Management

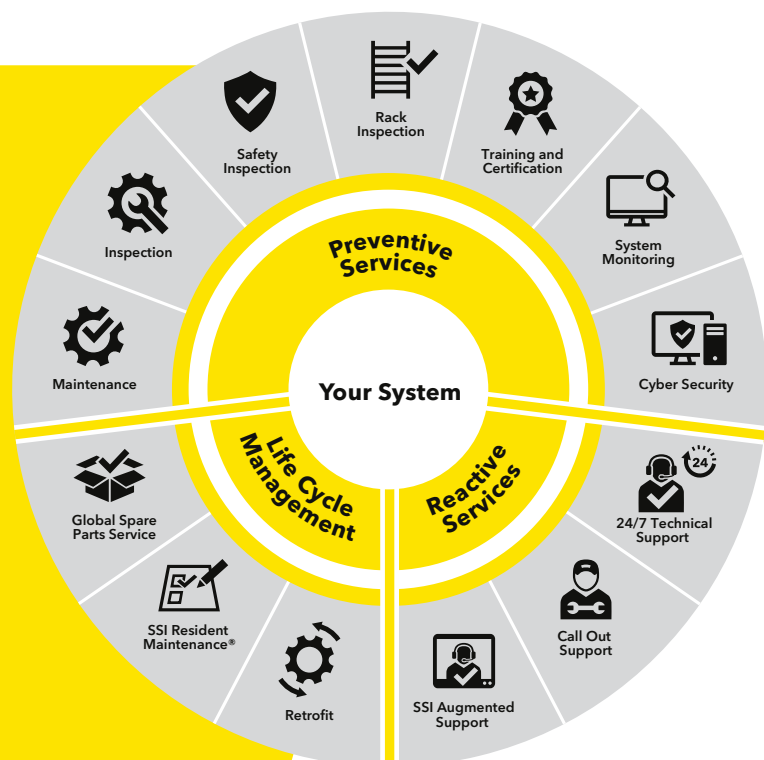
- Retrofit
- SMP
- Global Spare Parts Service

## SSI SCHAEFER Maintenance Philosophy (SMP)

With our improved SSI Resident Maintenance® solution, we offer our customers "more than just service".

The SSI SCHAEFER Maintenance Philosophy is based on three core elements:

- Expert employees (SSI Resident Maintenance Team)
- Best-practice processes for technical maintenance and repair work
- Integrated service tools and systems



# Six Reasons For Choosing SSI SCHAEFER

## ■ **Stability**

As a financially independent family business, SSI SCHAEFER is committed to long-term solutions. You can trust that our team of experts will be there for you today, tomorrow and in years to come.

## ■ **Efficiency**

SSI SCHAEFER solutions are scalable and able to grow with your business. You can always upgrade or retrofit.

## ■ **Quality**

As a systems specialist and original equipment manufacturer, SSI SCHAEFER provides tailor-made and high-quality solutions from a single source, specifically designed to meet your challenges.

## ■ **Reliability**

Thanks to our worldwide Customer Service & Support network, SSI SCHAEFER ensures smooth operation of your system, both during and after installation.

## ■ **Know-how**

SSI SCHAEFER solutions are always up-to-date with the latest technological standards and can be easily integrated into an existing (IT) landscape.

## ■ **Internationality**

As a global organization, SSI SCHAEFER has local offices worldwide. With over 70 operative subsidiaries, our team of experts speak your language.

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