best of **kern**

Editorial

Dear readers,

As a representative of the 2nd generation of the Kern family company, I often think back to the development stages of our company, which began in 1947. My parents set up a workshop on Hünigenstrasse in Konolfingen with the aim of becoming self-employed. Two years earlier, my father worked for a printing press factory in Brussels and came into contact with paper at an early stage. He noticed manually enveloped letters, particularly in printing works, which led him to the idea of building a machine for letter folding and inserting.

Fingers on the pulse of time

The Kern organisation continues to develop technology for the future in the areas of inserting technology, with the presentation of the high-performance Kern 1600 and Kern 3200 multi-format inserting systems, the PackOn-Time 2box multi-format packaging system and the most diverse range of parcel and goods delivery and collection terminals.

To ensure that these projects succeed, we do a lot to analyse the spirit of the times as well as developments and trends. Individually tailored software solutions are used for optimal process monitoring. Kern focuses on its customers and their needs. In addition to detailed consultation, this also includes the installation of the systems as well as the continuous training and further education of the service technicians and operators. Accordingly, our customers can always find competent and committed people to contact at Kern around the clock.

With this in mind, I hope you enjoy this first issue of „best of kern".

Uli Kern
President

Content

„best of kern" also digital

Current topics
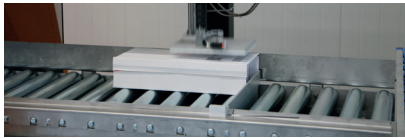

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Customercase PackOnTime®

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Insight: **new systems and developments.**

Review of Kern Open House 2021

Selected guests accepted the personal invitation to the Kern Open House held in Stalden near Konolfingen/Switzerland from 27 - 30 April 2021. Over the four days, Kern specialists presented new developments and comprehensive solutions from the first to the last mile in a safe and familiar environment. Thanks to guided tours round the factory, the four Kern business units were presented in detail.

Guests who were not allowed to travel due to current Covid restrictions had the opportunity to register online to access exclusive videos about the inserting platform of the future, the smart multi-format packaging system, the versatile parcel terminals and the all-encompassing support services. In addition, the event was supplemented with live streaming.

The Four Kern Pillars of Strength: With the inserting systems (kernMail), the packaging systems (kernPack), the parcel terminals (kernTerminal) and the worldwide reliable service programme (kernService), there are four Kern pillars of strength to meet the demands of the customers. The software, which is tailored to the product and the customer, completes the system landscape..

kern*Mail*

The inserting systems form the classic element of the Kern product range. Cutting, folding, inserting, packaging and preparing documents for dispatch quickly, securely and with absolute precision: Kern inserting systems offer maximum performance and reliability. It is a fact that print jobs are becoming more individual and more varied. This means that the individual jobs are getting smaller, but the demands on production are greater. Kern develops and manufactures innovative inserting systems with an associated range of input and output modules to meet the needs of totally secure mailing in medium to very large production quantities.

Kern 3200

A special highlight was Kern's latest development, the Kern 3200, which was presented to the public for the first time. Together with the very successful Kern 1600, the new high-performance multi-format inserting system is the next building block that rounds off the Kern Group's new inserting platform. At the heart of the Kern 3200 is the newly developed inserting module. The inserter is the only system in this performance class that can be equipped with more than one envelope magazine. With this unique concept, the system can process different envelopes job by job without the operator having to make a physical change.

kern*Pack*

In addition to the latest inserting platform, Kern presented the fully automatic multi-format packaging system PackOnTime 2box, which is the ideal solution to handle the ever increasing demand for items

that have been ordered to be shipped efficiently and time-critically. The right sized shipping package means less corrugated cardboard usage, eliminates the need for plastic fillers such as air cushions and polystyrene chips, and thus significantly reduces the CO_2 footprint.

The growth of the e-commerce market is leading to an increasing demand for packaging made of paper and corrugated board. The multi-format packaging system PackOnTime 2box enables the production of boxes made of corrugated board in a customised shipping package for any type of order. The goods are well protected from damage in transit without the need for additional filling material. To produce the correct box size, the items to be packed are dynamically measured and then automatically packaged and the box sealed. Thanks to the tear off strip, the box can be opened easily and without tools. Due to its inherently stable shape, the box can be used for returns and for storage as required. The boxes can be personalised by using pre-printed corrugated board or by integrating a digital printer

kern *Terminal*

Another important pillar is the 24/7 Smart Terminals solution. Kern's

Smart Terminals are parcel and goods locker systems controlled by intelligent software and connected to the internet, enabling the secure transfer of goods even when the sender and recipient are not present at the same time.

Kern Smart Terminals

The visitors were also impressed by the 24/7 Smart Terminals remarkable versatility in the logistics sector. Customers can range from parcel service providers, real estate managers, large companies or retailers. Through its own network, called PUDO (pick up, drop off), Kern has created the perfect environment to optimise the „last mile", to test it under real conditions in the field and to have the ability to expand it as desired. Since then, Kern has developed extensive hardware and software solutions for several intelligent business logics.

After the tour, each visitor was also able to use their personal QR code to register with the PackOnTime system and pick up a wrapped customer gift (specialities from the region) from the terminal.

kern*Service*

Of course, the presentation of the Service part of the business, which is a distinguishing factor of

the family company's success story, was not to be missed. Thanks to a worldwide sales and service network, the Kern Group can guarantee fast support and the shortest response times. In addition, Kern guarantees the operational reliability of the systems with a comprehensive range of spare parts.

Being close to the customer is a founding principle at Kern: as well as detailed consultation, the holistic project management also includes installation of the systems, introduction and training as well as maintenance and care. After purchasing a Kern system, a comprehensive and reliable service programme is available demonstrating that the Kern Group will

always be there for its customers.

We look back on the four days with huge pleasure, but even more so with great confidence for the future. Many thanks to all the staff who were involved before or during the Kern Open House and helped to make another successful event part of the Kern story.

kern*Terminal* Network

PUDO - Pick up, drop off

More than just safety deposit box providers - the Spanish Kern subsidiary operates its own network with more than 600 smart terminals and 800 shops.

The logistics market is changing. Having been there from the beginning, it was important for Kern to become a reference in the industry. For this reason, the Kern Group started to build its own PUDO network in Spain, Portugal and Argentina in 2015. Since then, the network has not stopped growing and to date around 300 terminals have been installed in Argentina, 250 in Spain and 65 in Portugal. Moreover, the expansion plans in Spain and Portugal for 2021 are ambitious as they fore-

see a doubling of terminals in both countries. By the end of 2021, 135 lockers will be installed in Portugal and 525 in Spain.

PUDO, an acronym for „pick up, drop off", is a network of lockers that provides a last-mile system and guarantees 100 per cent first-call deliveries.

The Kern Group designs, manufactures, locates (selecting the most favourable location through our positioning algorithm), installs and operates the network from A to Z and so understands the challenges of day-to-day business with hardware, software, personnel and service.

In addition, with its terminal network, Kern has the perfect environment to test and develop its

innovations. Another advantage is that Kern benefits from unfiltered learning by operating a network with over 1,400 customer contact points and can feed this knowledge directly into the beginning of the value chain.

Kern has agreements with several companies from the retail sector (e.g. Decathlon Spain, Fnac Spain and Portugal or Leroy Merlin) and the CEP (courier, express and parcel) sector (Seur, CTT, GLS or Nacex). These integrations have allowed Kern to acquire a broad knowledge of the main needs that both retailers and CEP require for parcel deliveries and last mile returns.

Kern 3200

The next generation of inserting technology

Kern is shaping the next generation of inserting technology with the new Kern 3200. In response to customer needs, Kern has developed a multi-format inserting system that meets future inserting requirements.

The Kern 3200 is characterised by maximum flexibility, fast change-over, very high reliability and simple, intuitive operation. Thanks to the various configuration options, it is suitable for use in the transactional and direct mail markets as well as in lettershops.

At the heart of the system is the newly developed inserter module. The inserter is the only system in this performance class that can be equipped with more than one envelope magazine. With this unique concept, the system can process different envelopes job by job without the operator having to make any physical changes. Together with the automatic settings, downtimes during a job change are reduced to an absolute minimum. Additional deflection capabilities allow the system to reject faulty documents and envelopes without stopping the press and requiring operator intervention.

All these new features enable uninterrupted processing at the highest level.

Another highlight of the system is the rotation module in the input channel. Depending on the application, this module can rotate the documents 90 degrees to the left or right or straight through. Depending on the application and the address position of the document, the built-in logic decides whether a document or document group must be rotated. In the case of a folding application in C6/5 or C5 envelopes, the documents are transported straight through the rotary module.

The Kern 3200 can be combined and equipped with a wide variety of modules. Endless infeeds in different performance classes, single-sheet infeeds and various feeders for processing inserts round off the wide range of applications for the new system.

Leaves nothing on the Wish List

Inserting from A to Z, modularly designed, flexible, uncomplicated and fast. With the latest development, it is possible to switch the system fully automatically from job to job without the operator having to intervene manually and change envelopes.

At the machine exit, the system can be supplemented with the Print@Exit inkjet printing system.

The system is operated via a touch panel. The necessary information is displayed to the operator textually and graphically (image). Where necessary, local operating elements are available in the individual sub-modules so that the opera-tor can start and stop the system at any time.Additional system and consignment information can now be displayed directly on the main control panel.

The Kern 3200 is integrated into the Kern ADF software suite, underlining the compatibility of the Kern product family.

Kern 3200 live:

In numbers

Max.Power/processing

C6/5 and C5:	22 000 packages / hr.
C4:	16 000 packages / hr.
Folding:	4-pocket folding unit
Side dish stations:	0 - 16 (in pairs)
Paper weight:	70 -120 g m2
Max. Packing thickness:	12.7 mm
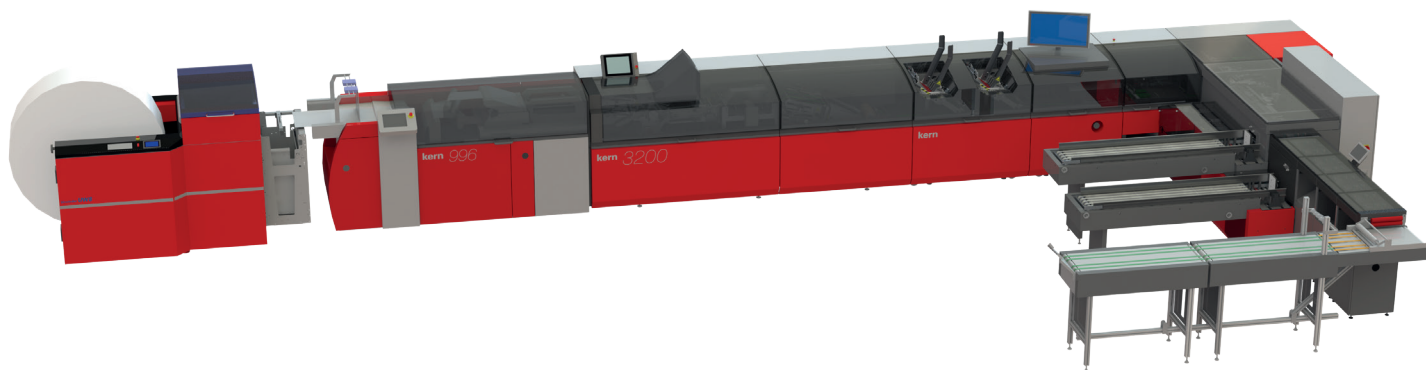
Not all services are the same

Problems are there to be solved!

Luca Capellini

Efficient and fast service is the be-all and end-all for customers who need support. How is service organised at Kern and how does it work behind the scenes when the customer needs support? Luca Capellini (LC), Head of Service Switzerland and Patrik Mazenauer (PM) Service Technician at Kern AG give an insight into everyday practice.

What is the procedure when a system has a malfunction?

LC: The fault report goes through the Kern hotline which forwards the case to an available service technician. The service technician contacts the customer to find out more about the problem. If the problem cannot be solved over the phone, the service technician goes out to fix the problem on site. If that does not work, he can call on support from the next level of technical expertise.

After the fault has been rectified, the service technician books the time in the online service reporting system and reports back to the administration team so they know that the technician is ready for the next assignment.

What needs to be organised?

PM: It is important to find out the problem as precisely as possible with the customer on the phone. The next step is to clarify the required spare part. Does the customer have it in his warehouse? Does the technician have it in his car? If neither of these applies, how do I get the necessary spare part? In the case of complex and more unusual faults, it makes sense to contact 2nd level support who can reach the right point of contact. We don't have the ability

kern*Service*

Comprehensive service is one of the company's most important building blocks. For optimal availability and productivity of the systems, Kern offers customer-oriented comprehensive and reliable service models

to read out a fault report, so we have to rely on outside help.

What are the responsibilities? What has to be done?

PM: We service technicians have to provide 1st level support for all

Kern systems and third-party products. Both in day-to-day business and on standby. Therefore, it is important that every service technician knows about the different products. The routine and the experience help to identify the problem, to approach it correctly and to know what to do to rectify it.

Are there typical problems with customers?

PM: No, there aren't. Of course, there are tricky and less tricky ones in the entire inserting process, it's a delicate process. As a result, certain disruptions occur more frequently than others.

Which services can be remedied by telephone?

PM: It depends on the complexity and varies from customer to customer. Some shift supervisors are very skilled mechanically and can solve the problem themselves with the help of telephone support, others need assistance.

What are the priorities?

PM: For customers with a full service contract, we try to attend on the same day. Customers without a contract do not have an agreement for same day attendance. However, if the work load allows it, we will of course attend site.

What can the customer do to avoid a breakdown?

PM: It is important that the machines are properly adjusted and operated. We try to analyse the malfunctions with the operators and hope they can benefit from it.

LC: Malfunctions can always occur, but the customer has the option to book training courses in order to give their employees the best possible instruction on the machines. This minimises the risk of incorrectly adjusted machines or improper operation, which often leads to malfunctions.

Patrik Mazenauer

PackOnTime *2box* in use

First installation in the Netherlands

A PackOnTime 2box packaging line is in use at Simian in the Netherlands. Simian is a printing company that produces online print products. Every day they receive more than 1'000 orders. These orders are produced in the plant in Groningen (NL) and from there they are shipped directly to the customers. Before the Kern packaging system was used, all orders had to be packed manually. This meant that one person folded a box, glued it, put printed matter inside and then closed the box and added the shipping label, all by hand.

Due to the continuously increasing orders, larger volumes had to be processed. By the evening, there are several hundred orders that have to be shipped. Thanks to Kern's new system, the efficiency of parcel shipping can be greatly increased with fewer staff.

The biggest challenge for Simian was to find the right, efficient solution.

Simian produces a wide range of products, including unpackaged loose stacks of paper. The Kern PackOnTime 2box system is capable of packaging these as well. The system has been in operation and being tested since December 2020. Several employees are currently being trained. Step by step, the Kern specialists are fully integrating the system into the online print shop's packaging process. At the moment, 350-500 packages are produced per hour. The next step is to improve the internal routing of orders that are to be packed by the system.

Wouter Haan, CEO of Simian, emphasises that the good rapport

with Kern employees is very valuable. Simian can express its wishes and requirements, and Kern does everything in its power to develop proposals that bring Simian a little closer to its goal. Wouter Haan emphasises that „Kern is there for us with 110% commitment and the goal of achieving customer success. Nothing is too much".
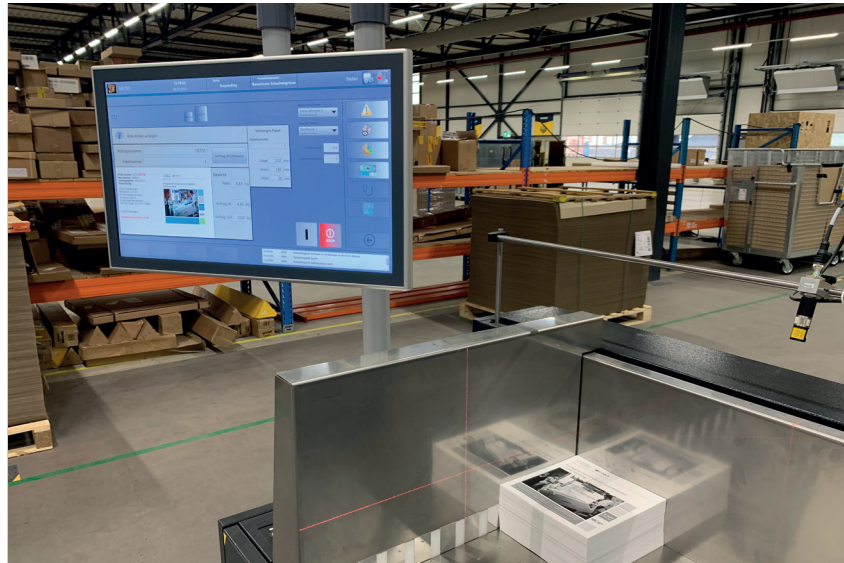
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Visit us in the 3D showroom of the Swiss packaging, processing and plastics industry: **www.s-ge.com/ showroom-kern**
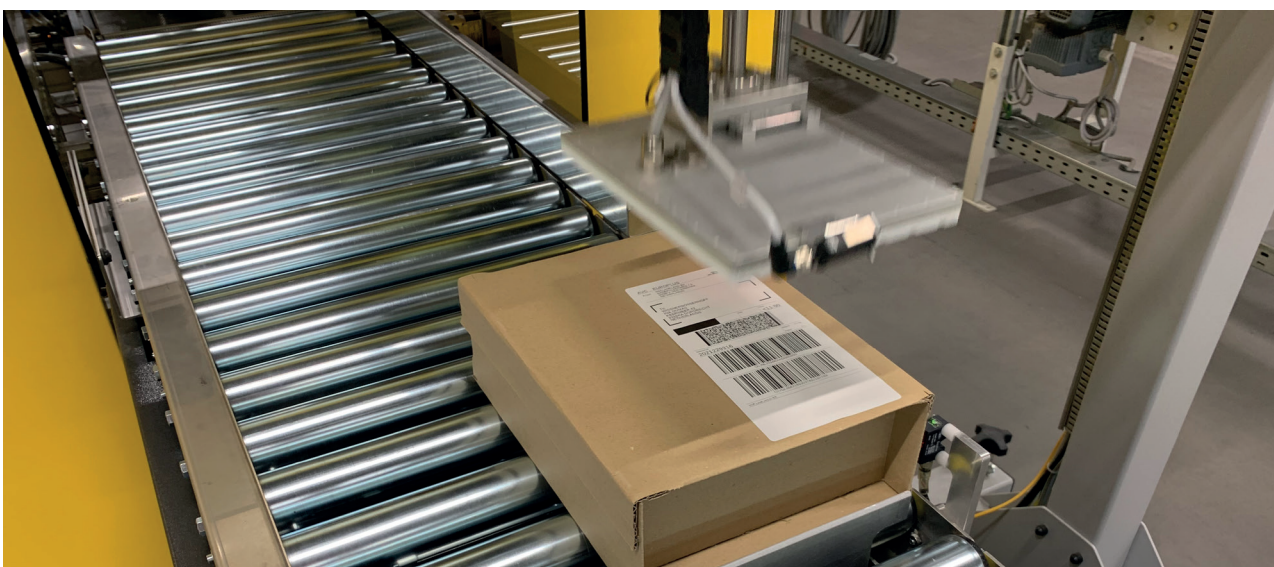
View of the Bernese mountains

You don't have to be a hiker to get to know the mountain world. Almost every peak can be explored by train, cable car or rack railway. Jungfraujoch: this snow mountain is exciting for all those who want to go up high. Since 1912, the railway has comfortably taken you to the snow-covered summit at 3,454 metres above sea level. At the top, the refreshing high-altitude air brushes against your face. The spectacular, high-alpine dream panorama with the glacier is overwhelming. The walk through the ice palace; the visit to the Sphinx viewing platform; in short, activities in ice and snow are just a few of the highlights. At the summit, you can visit a restaurant or even spend the night right at the top.

www.jungfrau.ch

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