Bitergo

Efficient Integration of automated Hänel Lifts at HKC

Intelligent Process Control for optimized Small Parts Logistics

customer success story

KOOPMANN
ENERGIE- UND ELEKTROTECHNIK

"By integrating the Hänel lifts into the Bitergo WMS, we were able to significantly speed up our picking processes while reducing the error rate.
We were particularly impressed by the intelligent control of storage and the seamless synchronization of the three lifts. The solution integrates seamlessly into our existing workflows and has sustainably improved our warehouse performance."

Thole Wilmers
Head of Supply Chain Management and Logistics at HKC KOOPMANN

The KOOPMANN Group (organized centrally under HKC Holding GmbH) is a leading German provider of specialized services in the fields of energy and electrical engineering. This medium-sized family-owned company primarily serves clients in the energy, industrial, and telecommunications sectors.

Challenge

As part of the ongoing development of its warehouse logistics, HKC KOOPMANN planned to implement a WMS for the new warehouse environment. The integration of three automated Hänel lifts was part of the project from the very beginning. The goal was to further automate processes in the small-parts warehouse, speed up picking operations, and at the same time make optimal use of the existing warehouse structures. The integration of the automated small-parts warehouses entailed several requirements:

- Integration of Hänel lifts into existing warehouse processes and strategies
- Separation of processes between traditional storage areas and automated lifts
- Development of a smart storage strategy based on item-specific size and suitability characteristics
- Synchronized order picking across three parallel lift systems with no wait times for employees

It was particularly important to seamlessly integrate automation into the existing system landscape while achieving maximum efficiency in day-to-day-operations.

Solution

In collaboration with Bitergo, a customized solution based on the Bitergo WMS was developed that fully integrates both the technical connection of the lifts and intelligent process control.

Intelligent Storage Strategy

In the item master data of the Bitergo WMS, the "preferred storage types" field was updated to indicate whether an item is intended for storage in a Hänel lift. This allows the system to automatically identify which items are suitable for storage in the lifts. Based on this information, the storage strategy was specifically adjusted so that suitable items are automatically assigned to the lift area.

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The storage processes are handled entirely through the standard apps of the Bitergo WMS.

Direct Control of Hänel Lifts

Bitergo developed its own interface connector for automatic communication between the WMS and the lift systems. This ensures that the required lift trays are automatically controlled and that the processes between the software and the warehouse technology mesh seamlessly. The result is a fully integrated solution without any media breaks or manual intermediate steps.

Optimized Order Picking

A key component of the project was the intelligent control of order picking across all three Hänel lifts. The picking logic was designed according to the so-called “round-robin principle.” Under this principle, the Bitergo WMS distributes orders evenly among the lifts. In addition, pick lists are dynamically prioritized and distributed in order to:

- Minimize wait times for employees
- Avoid downtime for the elevators
- Optimize the utilization of all systems

By running the lift movements in parallel, the picking processes were significantly accelerated.

Advantages

- Significantly reduced picking times
- Minimized wait times for employees
- More efficient use of warehouse capacity
- Lower error rate thanks to automated processes
- Seamless integration into the existing system landscape
- Greater process reliability and transparency

Main Services in Use

Bitergo SaaS WMS

- Storage strategy (rule-based, item-specific)
- Picking Logic / Pick List Optimization
- Storage
- Order Picking
- Interface connector for lift control

Implementation Period

5 Months

In Production since

01.04.2026