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# LAS Solutions

## Working together for success

LAS Solutions (LASS), based in Athens, has been a partner of the KNAPP Group for more than 4 years now. The company, which specializes in tailor-made solutions for airport logistics and consulting, is bucking the trend of the ongoing economic downturn in Greece, whilst impressing with its expertise, professionalism and innovative services. Customers in Greece benefit from the proximity and quick reaction times — in Greece, LASS supports KNAPP AG with sales, planning and the installation of intralogistics solutions, and also carries out customer service. Internationally, LAS Solutions is available to customers of the KNAPP Group as a professional and flexible partner for all service matters.

Founded:

**2008**

Headquarters:

**Athens, Greece**

Cooperation with KNAPP since:

**2009**

Core competencies:

**Specializes in**  
automated Airport logistics for  
**luggage and goods.**  
**Consulting Service**

Range of services:

Sales, planning, installation and service for customers in Greece, customer service in Turkey and Israel, international service and installation work, modernizations and upgrades, spare parts management, 24-hour hotline, condition-based monitoring, O&LS, training, maintenance & repair, consulting.

## Proximity as a key factor

In the fast-paced, competitive global economy there is increasing need for strong partners who are close to the customer in all geographical regions. Clear communication, quick reaction times and a focus on individual customer needs are other key factors for a successful customer support. With LAS Solutions, KNAPP has found a partner that meets these requirements perfectly. LAS Solutions is a sales partner for KNAPP in Greece and a service partner for Greece, Turkey and Israel. LASS cooperates closely with KNAPP starting in the sales phase of projects in order to recognize customer-specific requirements and to find the best solution to fit the requirements, budget and future plans.

In line with the KNAPP slogan making complexity simple, LAS Solutions acts quickly, professionally and reliably on site and ensures that KNAPP customers have a decisive advantage on the market. The philosophy shared by KNAPP and LAS Solutions focuses on customer satisfaction. In order to achieve this, KNAPP offers a comprehensive range of services with the service portfolio System Support 360°, which is ideally supplemented

by the innovative thinking and experience of LAS Solutions in the field of airport logistics, where availability and the ability to react quickly are extremely important.

Listen – understand – implement: Other ingredients in KNAPP and LASS's recipe for success are openness, communication and transparency, because only those who really listen can actually understand needs and find and implement the right solutions. With LASS as a partner on location, customers have a professional contact who understands their needs, speaks their language and is able to react quickly.

# Open spaces

“Every customer is unique and has specific needs.” This is why we focus on the human factor in our work. We support, train and motivate our customers so that they can come to grips with their working environment in the best possible way, achieve optimum performance with their system and, at the end of the day, be confident that choosing KNAPP was the right decision. Project success is very much dependent on successful and appreciative communication, so obviously cultural differences also need to be considered. This is why we place particular importance on clear and open communication in our daily work with our customers and with KNAPP.“

Angelos Kiriakidis,  
Managing Director,  
LAS Solutions

LAS Solutions around the world		<b>Betterway</b>
	Location	Bangkok, Thailand
	Sector	Retail, Lifestyle, Cosmetics
	Mission	Increase performance through teamwork and optimum processes
	Service	Operation & Logistics Support (O & LS)
	Implementation	<p>A new customer in a new market. Together with KNAPP, LAS Solutions took on the task of comprehensively training the customer’s employees on site and familiarizing them with the new intralogistics solution.</p> <p>Within two months, a group of individual employees became a strong and efficient team: Betterway delivers roughly 1,000,000 items per day. Service and employee satisfaction were sustainably increased by using Operation &amp; Logistics Support and thanks to the work of LAS Solutions.</p>

## Reliable partner

With this mixture of customer proximity, experience and local knowledge, LASS creates a reliable network for customers and supports them in dealing with their new or updated system in order to ensure optimum system benefits, top performance and the highest level of customer satisfaction. LAS Solutions is also able to transfer its expertise from the airport logistics sector over to the intralogistics sector – the company has special knowledge of condition-based monitoring. In this case, a pre-emptive action plan is produced for each system component based on the current system status and historical data in order to reduce costs and maximize the useful life

Syfa	Customer Service Networking	Maintenance Tour & Trainings
Thessaloniki, Greece	Athens, Greece	throughout Europe
Pharma	various	various
Fit for the future	Talking to each other – learning from each other	Proactive maintenance for lasting high performance
Retrofit	Customer Service Networking	Maintenance, training
<p>The particular challenge in the case of the pharmaceutical wholesaler Syfa was to carry out a comprehensive modernisation in a 'living' system without disrupting day-to-day business.</p> <p>Detailed planning and excellent communication between the project teams of Syfa, LAS Solutions and KNAPP ultimately produced the desired result. With cooperation, professionalism and expertise, the distribution centre in Thessaloniki was modernized and made fit for the future.</p>	<p>Communication, trust, transparency and continuous improvement are cornerstones that form the basis of successful customer service.</p> <p>With Customer Service Networking, KNAPP launched a series of events intended to bring customers together to talk – the centre of this was mutual exchange and learning successful models from each other. The first Customer Service Networking event was held in 2010 by KNAPP in close cooperation with LAS Solutions in Athens..</p>	<p>Since 2012, LASS has been supporting the regular maintenance of numerous KNAPP systems in Turkey, Switzerland, Germany, Poland, Spain and Portugal, thus ensuring long-term availability, investment security and consistently high performance for KNAPP customers throughout Europe.</p> <p>LASS also carries out modernizations, upgrades as well as targeted employee training and further training for KNAPP customers around the world.</p>

**Best Practice**

and capacity of the intralogistics system.

Around the world, LASS supports KNAPP AG with service and maintenance work and carries out ongoing customer training in order to ensure optimum use of new technologies and processes and, therefore, lasting success. LAS Solutions was chosen as KNAPP Service Representative of the Year during the International Customer Service Meetings 2014 for its exceptional work in the service sector.

## Moving confidently into the future

KNAPP will continue to work closely with LASS in the future. In spite of the beleaguered economic situation in Greece, it is possible to see signs of improvement – there are new investments being made in the logistics sector. From a geographical perspective, Greece has a unique position allowing it to act as a hub for Eastern European countries, the Balkans and also the Middle East. LAS Solutions is established as a local partner and has been able to position itself internationally with a wide range of services, consulting and training. Consequently, KNAPP is perfectly positioned for supporting new and existing customers with a sophisticated range of solutions in the future with LASS as its partner of choice.