

Case Study



Klartext GmbH relies on a 24/7 Smart Terminal

Short description

Customer

Klartext GmbH

Sector

Print & Media Service Provider

Country

Germany

Implementation period

February 2020

Product / solution

Kern Smart Terminal

Company description

The Göttingen-based print and media service provider with an affiliated lettershop is the specialist, from layout creation through to the production of many printed materials and media, up to worldwide distribution. Klartext GmbH offers printing and marketing solutions for small and medium-sized companies. The family-owned company provides an all-round service for printed and digital communication. The company was founded in 1994.

The idea of offering customers an automated round-the-clock pick-up service had long been in the minds of management. The company gained all the relevant information about the 24/7 Smart Terminals at Kern GmbH and found the right solution for them. Since mid-February, the terminal has been in use in the entrance area of Klartext GmbH. The integrated software represents security, reliability, and easy handling. When ordering, the customer only has to indicate that they wish to receive the products via the parcel pick-up station. They can then be informed by e-mail or SMS about the arrival of their order. For collection, the customer receives a PIN or QR code with which they identify themselves.

Technical advantages

- Size/number of the individual compartments were individually tailored to the needs of Klartext GmbH
- Print products in all sizes can be stored
- Software open to all providers, guarantees maximum security
- Flexible parcel reception

Situation / Challenge

- The family company produces a wide range of printed products.
- Customers can pick up orders around the clock.

Solution

- Kern 24/7 Smart Terminal
- Klartext GmbH is offering a new service to its customers and business partners: a 24/7 Smart Terminal from Kern that enables secure and contact-free transfer of goods around the clock, seven days a week.