



**CARGO MIND**

*We get it there with care*

**High-Tech Logistics**

# Our History

The origin of our High-Tech Logistics Department dates back to 1980. At that time, a new generation of computers had been developed in the U.S. and we handled the imports in our Airfreight Department.

The delivery of these valuable and fragile machines required special equipment and utmost care. To consolidate these shipments before delivery, we operated a dedicated High-Tech Warehouse in Brunn am Gebirge, next to Vienna.

The machines had to be delivered by Air Ride Trucks equipped with hydraulic tailgates and lashing rails. Depending on the size of the systems, two- or four-men crews were used for delivery to the final site.

# Our History - Continuation

Due to the continued growth in business, subsidiary was founded in 1984.

To meet the increasing space requirements of our customers, we relocated this Warehouse in 1997 to 1020 Vienna and now occupy 2.500 m<sup>2</sup> of office space and 16.500 m<sup>2</sup> of warehousing space.

In 2000 we created distribution hubs in Upper Austria (Linz), Styria (Graz), Salzburg (Salzburg) and Tyrol (Innsbruck) and thus moved the distribution closer to end-customers in the regions.

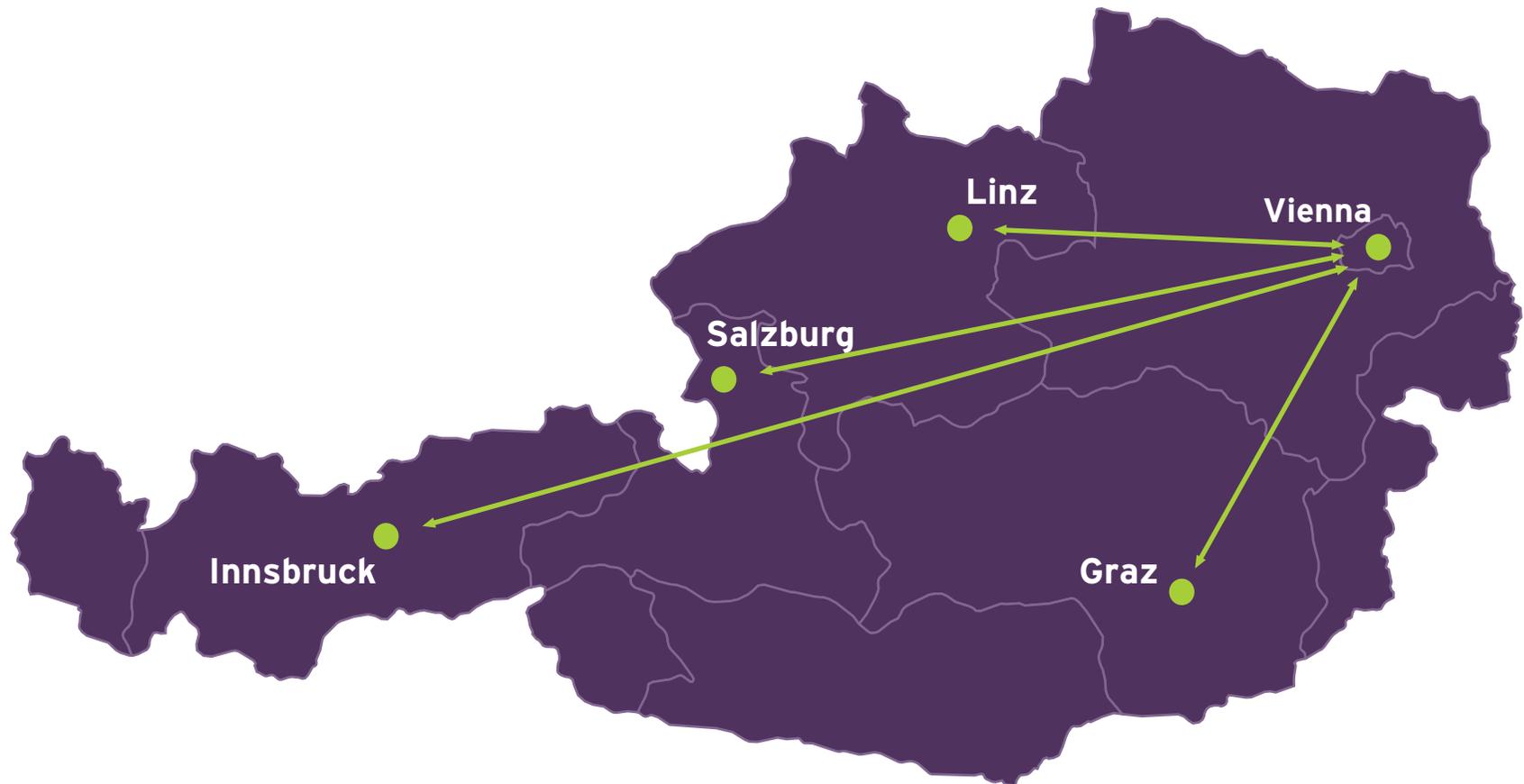
The final mile delivery is now managed by local teams of High-Tech Drivers from the distribution hubs above.

# Scheduled Line-Hauls

From the High Tech Warehouse in Vienna, the distribution hubs in the other regions are connected by regular line-feeder services.

Vienna - Linz - Vienna	4-5 x per week
Vienna - Salzburg - Vienna	4-5 x per week
Vienna - Innsbruck - Vienna	4-5 x per week
Vienna - Graz - Vienna	4-5 x per week

# Distribution Hubs in Austria



# Our Services

We align our services with our customer objectives in mind. Besides transport we provide the following value added services (VAS):

- Delivery on-site to the place of installation
- Unpacking on-site
- Assembly of individual components
- Simple technical installation
- Training of customers
- Disposal of packaging material
- Return-Handling of old devices
- Reading of serial numbers of the devices
- Reading of consumption meters

# High-Tech Devices from A - Z

Automatic  
Teller Machines  
Printers & Fax Machines  
Printing Lines  
Fitness Equipment  
Large Copiers  
Interactive Whiteboards  
Medical Equipment  
Plotters  
Safes  
Self-service Checkouts  
for Supermarkets  
Vending Machines  
Dentist Chairs



**CARGOMIND**  
*We put a lot of thought in all we do.*



# Fleet and Technical Features

Air Ride  
Box Trucks

FerroFoam  
Sandwich Panels

Lateral  
Lashing Rails

Vertical & Horizontal  
Locking Bars

Hydraulic Tail Lifts

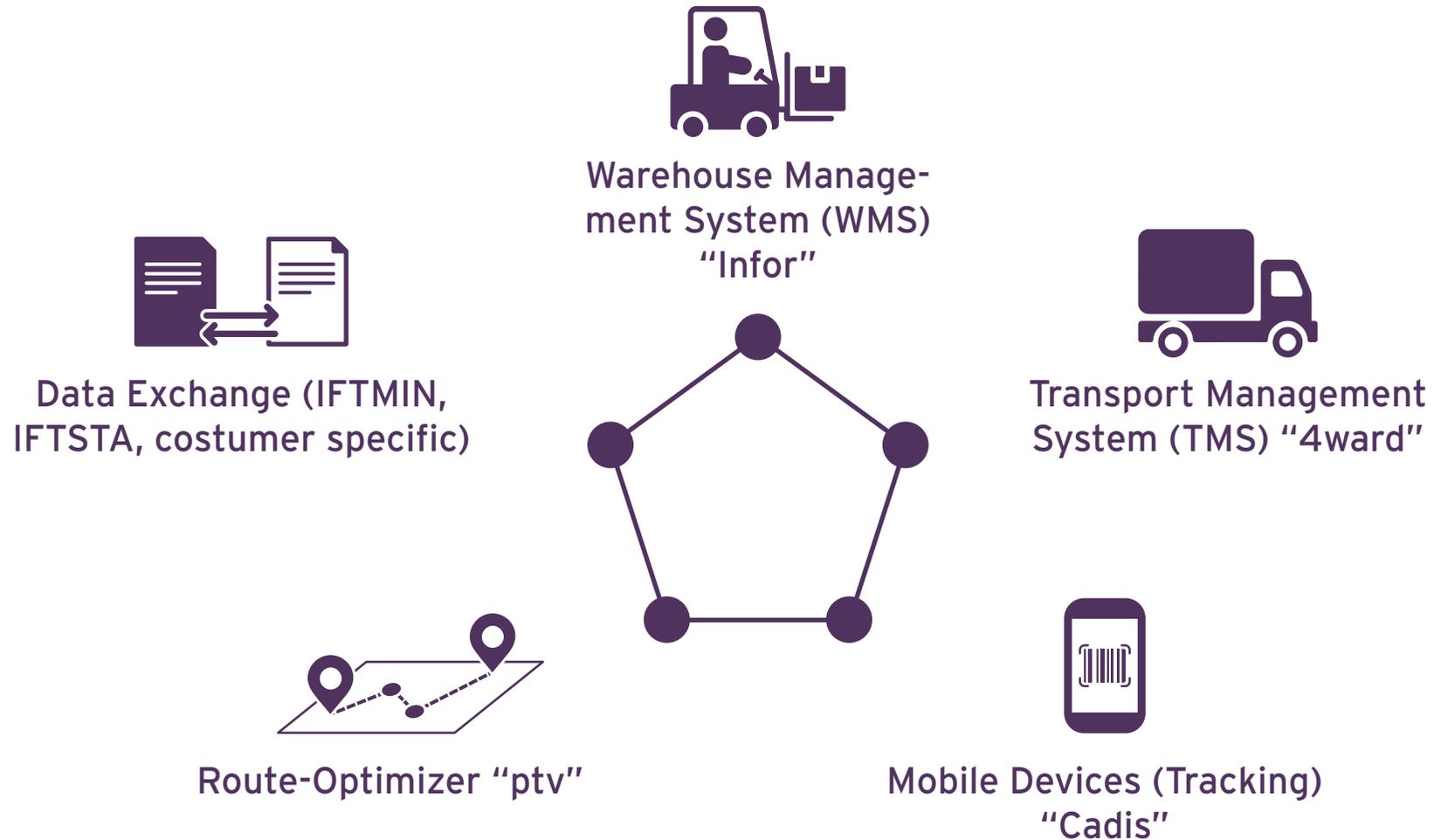
Electric Stair  
Climber

Air Heating System  
for Cargo Space

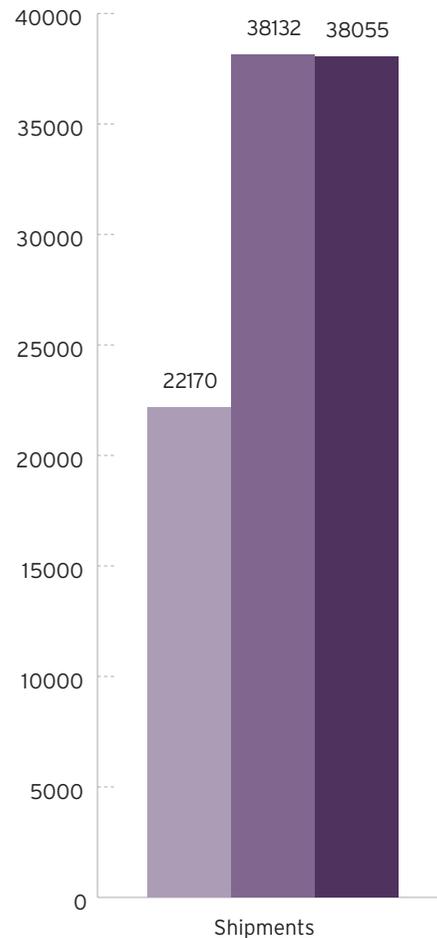
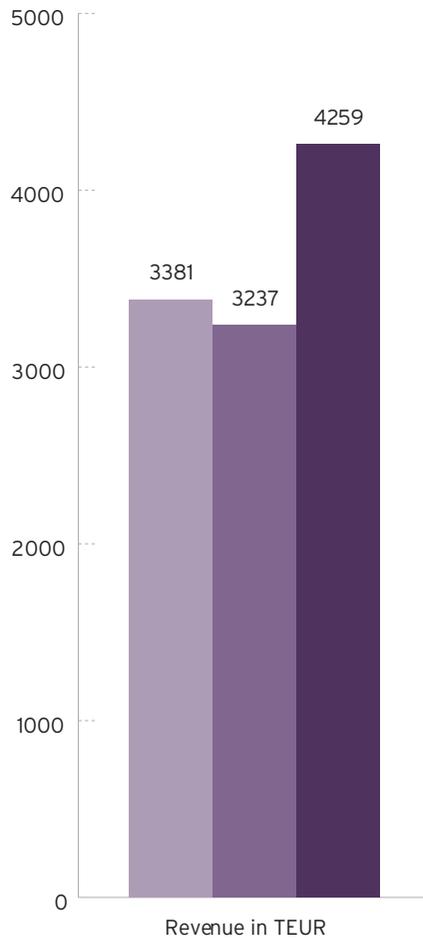
Side Panels covered  
with protective  
felt material



# Software-Landscape



# Facts & Figures



■ 2018 ■ 2019 ■ 2020

**52**  
Employees  
in the High-Tech Division

**18**  
Vehicles  
with Special Equipment

# Paul Glaser, MSc

Managing Director



Paul has completed his master's degree in computer science at the Vienna University of Technology. After working as a consultant for two years at Ernst & Young, he joined his father's freight forwarding company in 1999 and took on the role of CIO. Through his work, he has acquired extensive knowledge of all types of transport as well as warehousing and high-tech transport.

# Bernhard Huber

Managing Director



Bernhard completed his training as a car mechanic in 1988. He gained the master certificate as a motor vehicle technician as well as the entrepreneurship examination in 1994. He holds a trade license for freight transport by road and worked in this field in his family's business. From 2003 he worked for various well-known Austrian freight forwarders in leading positions. He has extensive knowledge of the European and National Groupage Road Traffic.

# Luka Nikolic, M.A.

## Head of Warehouse Logistics



Luka completed his Master of Arts in Business Administration at the Vienna University of Applied Sciences. During his studies he worked as a project manager for IKTopia, an IT service provider.

At Cargomind he became responsible for the software applications “4ward” (land transport) and “Infor” (warehouse management). In August 2020 was promoted to Head of Warehouse Logistics, which includes the process design in the warehouse and HR responsibility of warehouse personnel.

# Nenad Gulabovski

Head of Customer Service



Nenad is a mechatronics technician and holds a trade license for freight transport by road. He was responsible for the company-owned fleet of Gebrüder Weiss and for the third-party fleet (around 140 delivery vehicles). As Head of Customer Service, Nenad is responsible for the employees of the customer support team.

# Karin Horwitz

Stv. Leiterin Kundendienst



Karin has been the first point of contact for shipping customers in this house since 1988. When we acquired the office and warehouse property in 1994, we were able to win her over as an employee. The success of Cargomind is based on our ability to satisfy even the most demanding customers for many years. Karin played a key role in this.

# Reinhard Kladler

Head Dispatcher



Reinhard learned the profession of an electrician. After completing his military service, he worked as a truck driver. From 1989 to 1993 he gained experience as a High-Tech Driver in our company and delivered equipment throughout Austria. Later he was promoted to become a Dispatcher. In this role he is the contact between the drivers and the office. He helps to clarify any possible delivery obstacles, controls the shipping documents and checks the driving and rest times of the drivers.

# Warehouse Logistics

Besides transport, we provide warehousing for our customers.

A flexible warehouse management system supports the individual processes and provides information on warehouse status, space occupancy and workload.

To manage inventory for fast-moving consumer goods (FMCG), the stock keeping unit (SKU) is the focus.

For technical devices, the serial numbers are used for identification and disposition.

# Security Measures

The entire building and work processes are certified according to TAPA guidelines (Level C). Through ongoing training of our employees and with our monitoring systems, we can guarantee a high level of security for stored goods.

Access to the warehouse and office space is monitored and logged by 30 card readers.

All activities inside and outside the warehouse are recorded by 165 video cameras.

Our alarm system monitors 120 magnetic contacts and 92 motion detectors and is connected to the security service around the clock (24/7).

# Main Warehouse in Vienna

2.500m<sup>2</sup>  
Office Space

16.500m<sup>2</sup>  
Warehouse Space

9.600m<sup>2</sup>  
Shelved Area

4.650m<sup>2</sup>  
Bulk Storage Area

2.200m<sup>2</sup>  
Cross Docking Area

50m<sup>2</sup>  
High-Value Cage

2.700m<sup>2</sup>  
Loading Yard



# Warehouse Equipment

32  
Loading Docks

16.400  
Palette Positions

5  
Reach Trucks

2  
Front Loaders

11  
Palette Trucks





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