



# DELIVERING REAL BUSINESS RESULTS THROUGH VOICE

Unleashing the Value of Vocollect Voice® in  
the Warehouse and Distribution Center

# Voice-Enable Your Warehouse for Operational Excellence

Today's approaches to distribution center (DC) and warehouse material-handling management are evolving. From early paper-based systems to handheld computers and now, in another fundamental shift, to voice-centric mobile computing environments. Voice technology has become a catalyst in the reengineering of warehouse processes and systems to deliver the next generation of business results. Voice has become a standard technology choice and enabler of operational excellence.

Why has Vocollect Voice become so popular in the warehouse? The answer is simple: Vocollect provides easy-to-measure, quantitative value in the areas of increased productivity, accuracy and overall worker throughput. From a business perspective, Vocollect Voice Solutions have become so attractive because the investment typically has a payback in less than nine months and the workers enjoy the 'Hands-Free, Eyes-Free®' solution that offers greater safety due to an increased focus on the business environment. Vocollect even coexists with RF scanning, when required, and excels in loud conveyor environments.

## Make Vocollect Your Business Choice for Voice

When evaluating voice technology providers for your warehouse and supply chain operations, there really is only one logical business choice for your enterprise: Vocollect Voice. The business reasons as to what Vocollect offers are clear:

- A wide range of experiences successfully implementing voice technology best practices across a multitude of industries and operating environments.
- Voice-enabled best practice task workflows to maximize your overall investment potential and optimize your reengineered business processes.
- Pre-configured interfaces to seamlessly integrate with your existing data systems.
- Broadest range of enterprise connector integration options, supporting all major WMS/ERP solutions.
- The most flexible and modular approach optimizing the use of voice technology with RF scanning, external displays, RFID, etc.
- ROI-driven, voice-centric workflow processes designed and optimized for quantitative business results and not designed around the device.
- The most widely used speech recognition software solution optimized for the challenging warehouse environment.
- The industry's leading, open voice development environment, enabling rapid customer-specific enhancements.
- An array of voice-centric appliances designed to provide the greatest business results.
- Support for the top four handheld computing hardware platforms, ensuring maximum flexibility.

*"Companies have long embraced voice-centric solutions as a highly effective tool for product order selection. But now they are awakening to the vast potential voice technology offers in other distribution activities. This is causing many companies to re-examine their internal processes."*

Steve Banker, Director of Supply Chain Management, ARC Advisory Group



# Understanding Your Key Business Issues

Every one of our customer engagements begins by developing a deep understanding of your unique business challenges. We are then able to apply our extensive warehouse and industry expertise to recommend a solution that achieves your business goals and leverages best-practice processes, while ensuring acceptance from team members. Vocollect and our global supply chain and logistics partners also have the real-world experience to ensure your Vocollect Voice Solution successfully addresses your critical business issues:



## GROWING BUSINESS

The need to increase throughput with existing facilities due to recent acquisitions.



## MARGIN PRESSURE

Margin pressure from slower sales and increased competition creates the need to decrease operating costs.



## GOVERNMENT REGULATION

Changing and expanding regulatory requirements, making it difficult to ensure compliance.



## TRACEABILITY

You are being asked to support the Produce Traceability Initiative (PTI) to ensure complete produce traceability and support GS1 standards.



## MORE VALUE FROM ERP/WMS

Getting more value from your existing ERP/WMS implementation, including your home-grown host data system, as well as IBM iSeries (AS/400) custom-developed WMS systems.



## SCALABILITY

Keeping pace with business amid a changing mix of product shipments and the complexity of SKU proliferation.



## ACCURACY

The need to improve order accuracy and delivery timeliness to achieve more "Perfect Orders."



## CUSTOMER SATISFACTION

Using technology to offer competitive advantages that increase customer satisfaction and help to maintain and grow new business opportunities.

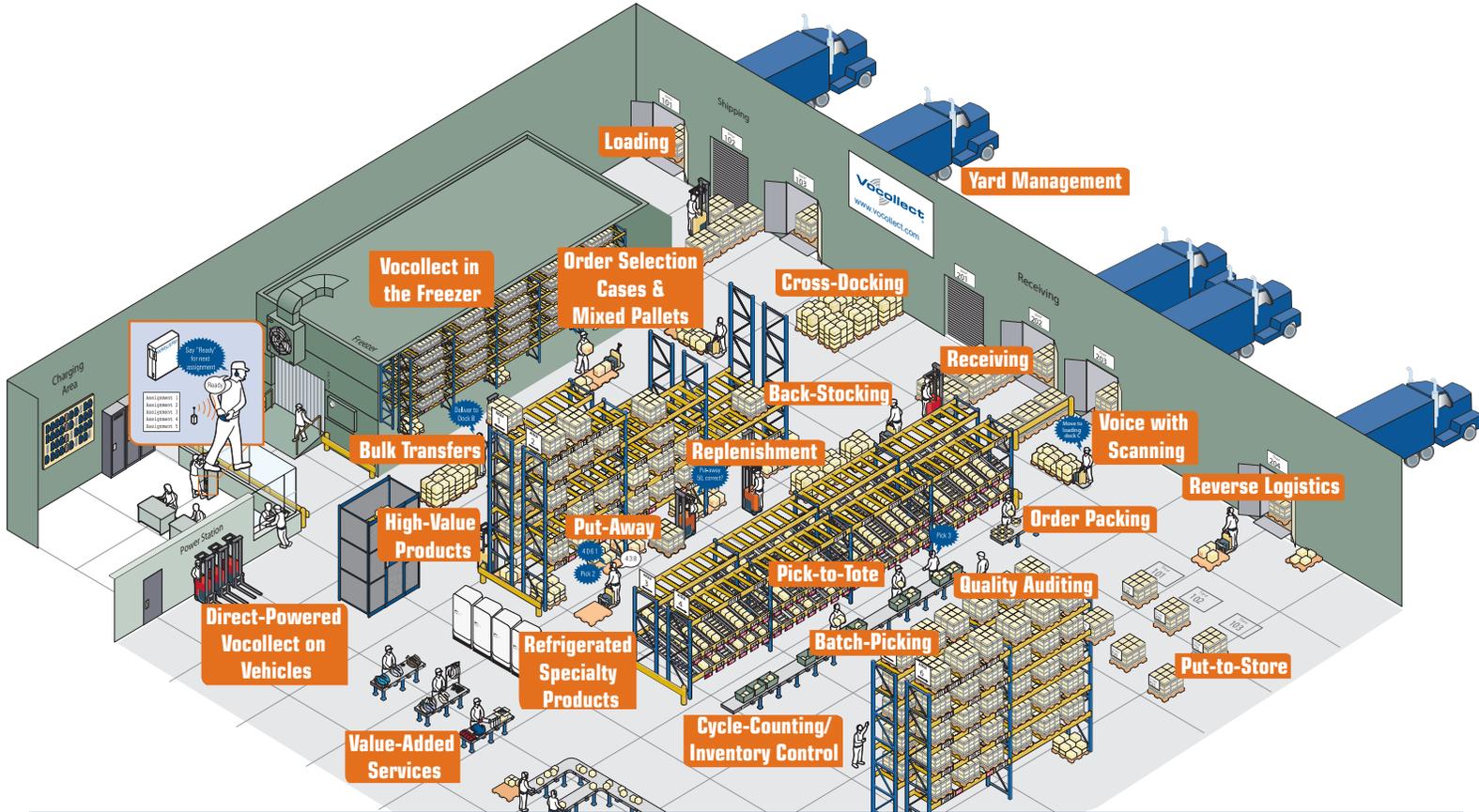


## TRAINING TIME

Eliminating the need for lengthy new worker training and simplifying the complicated on-boarding process typically required for seasonal workers.

# The Voice-Enabled Warehouse

Areas where voice technology can be applied to achieve a higher level of business performance



## How It Works

### 1 Seamless Integration with ERP/WMS

Assignments for selection, replenishment, put-away, etc., are generated by the host data system such as a WMS or ERP, and are transmitted via a wireless network to mobile computing appliances or handheld devices.

### 2 Converting Data to Voice Commands

Vocollect Voice translates the assignment into speech commands that direct an worker to an aisle/section and then slot location. Workers confirm the location by speaking a unique numeric identifier into the speech recognition headset. This confirmation step helps achieve extreme accuracy. You can even voice-enable product serial number validation within your process.

### 3 Giving a Voice to Your Work

Vocollect Voice responds "Pick three" or "Confirm quantity replenished." When the task is complete, the team member replies "Three" to confirm quantity, and Vocollect Voice responds with the next assignment.

For additional accuracy, the last few digits of the item's product code, or other information like the product's catch weight, may be verified. When assignments are complete, team members request their next assignment from the queue.

## Benefits

### 1 Reduce Training Time by 50%

After approximately 15 minutes of training their personal voice templates (profiles that capture an individual's unique speech characteristics), most workers are ready to be directed through each step of their assignment, as if a trainer were standing next to them. Feedback consistently shows that total onboarding time is reduced by 50%, in comparison to traditional training efforts.

### 2 Unleash Higher Business Performance

Vocollect Voice delivers performance improvements, whether you are case-picking, piece-picking, or line-loading. The same applies if you need to pick and pass, or pick multiple orders simultaneously. It works equally well with replenishment, put-away, line-loading, cycle-counting, and other tasks.

### 3 Voice-Enable Your Warehouse

The voice-enabled warehouse has become a reality for many companies and supports their overall process improvement efforts. Schedule an operational review to see for yourself how Vocollect can unleash higher business performance through voice throughout your operations.

# Optimizing Your Workflows with Voice

Many are calling the voice-enabled warehouse the next generation in distribution center and warehouse material-handling management. A fundamental shift is underway as many thought leaders are reviewing their existing warehouse processes.

In the voice-enabled warehouse, there are fewer alphanumeric keyboards, and barcode scanning is only leveraged as secondary support. The business argument for voice technology is simple: speech quantitatively provides measurable business value.

## Vocollect is Uniquely Qualified

### Focused

Vocollect Voice Solutions support your business objectives increasing throughput, minimizing margin pressure, or onboarding workers faster. Vocollect has developed best-practice task workflows to ensure rapid and successful implementation. With the ability to support workflows throughout the facility, you can start in the area that provides you the greatest return, and grow its use over time.

### Integrated

Vocollect offers a broad portfolio of integration options through our Vocollect Enterprise Connectors that seamlessly integrate into virtually any data system, such as a WMS, ERP, SCM, Inventory Management Control System, Distribution-centric ERP System, TMS, MRP or even in-house developed systems on the IBM iSeries platform (AS/400).

### Proven

After almost 2,000 successful implementations, we know how to optimize task workflows. These best practices encompass the most efficient voice-enabling methodology to achieve the greatest level of ROI. Our agile, open-standards voice application development helps configure Vocollect Voice to support business process reengineering requirements.

### Flexible

Vocollect offers you the flexibility and modularity to add capabilities — such as RF scanning and displays — where they are best applied. We help you reduce your annual capital expense for equipment repairs as well as supporting the top four handheld computing hardware platforms, ensuring maximum flexibility.

### Efficient

At Vocollect, we provide the lowest total cost of ownership, which is achieved through the combination of our accurate speech recognition solution, our ability to provide an optimized voice-centric solution, and our extensive industry expertise.

*Vocollect Voice is one of those rare technology investments that both thought leaders and pragmatic buyers are excited to green light the project.*



# The Voice-Enabled Worker

Vocollect clearly differentiates itself with its voice-enabling solution approach. We have learned that an optimal solution is made up of many components that are purposely designed to work together. Optimizing the individual components and their integration into a total solution takes extraordinary levels of domain knowledge and years of actual project implementation experiences across a variety of industries and operating environments.

Vocollect Voice Solutions smooth out implementation issues that reduce operating efficiencies and help ensure worker acceptance. Our solutions maximize the total value you obtain from your voice technology investment.



## Purposely Designed to Work Together

### Headsets

Vocollect offers headset configurations with superior user comfort and noise cancellation, that are designed to function in various environments such as freezer, hot and humid, industrial requiring a hard hat, and light industrial. All Vocollect industrial-grade voice appliances support both wired and Bluetooth®-enabled wireless headset options.

### Voice-Centric Appliances

Every Vocollect appliance is designed and manufactured specifically for warehouse and supply chain environments - noisy, freezer, high-moisture, and light industrial. Simple operation optimizes efficiency while ultra-rugged design reduces the need for equipment maintenance. With the Vehicle Mount Talkman (VMT) Solution, the appliance can be direct-powered from your vehicles, eliminating the need to manage appliance batteries.

### Vocollect Adaptive Speech Recognition®

Vocollect's core speech recognition has the ability to interpret user speech — regardless of accent or dialect in the presence of background noises. It is continuously learning and getting smarter, resulting in fewer errors and a lower total cost of ownership over time.

### Optional Scanner Device

In a voice-enabled warehouse, using an RF scanner with your voice appliance may optimize certain tasks such as

receiving and yard management. Vocollect fully supports the seamless integration and operation of scanning devices with our voice-centric appliances.

### Optional Display Device

Vocollect also supports the integration of a display unit with our voice-centric appliances to optimize tasks such as receiving.

# Improved Accuracy. Increased Productivity. Real Business Results.

In the complex warehouse and distribution center environment, accuracy and productivity are of paramount importance. Which is why voice technology is driving the movement to reassess processes and procedures in order to realize quantitative business results. Vocollect, a business unit of Intermec, Inc., is the number one developer and manufacturer of end-to-end voice solutions for mobile workers worldwide, helping customers achieve a higher level of business performance — enabling over 400,000 workers with its almost 2,000 customers around the globe. Contact us today to learn how we can help you improve your operational and workforce excellence.

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