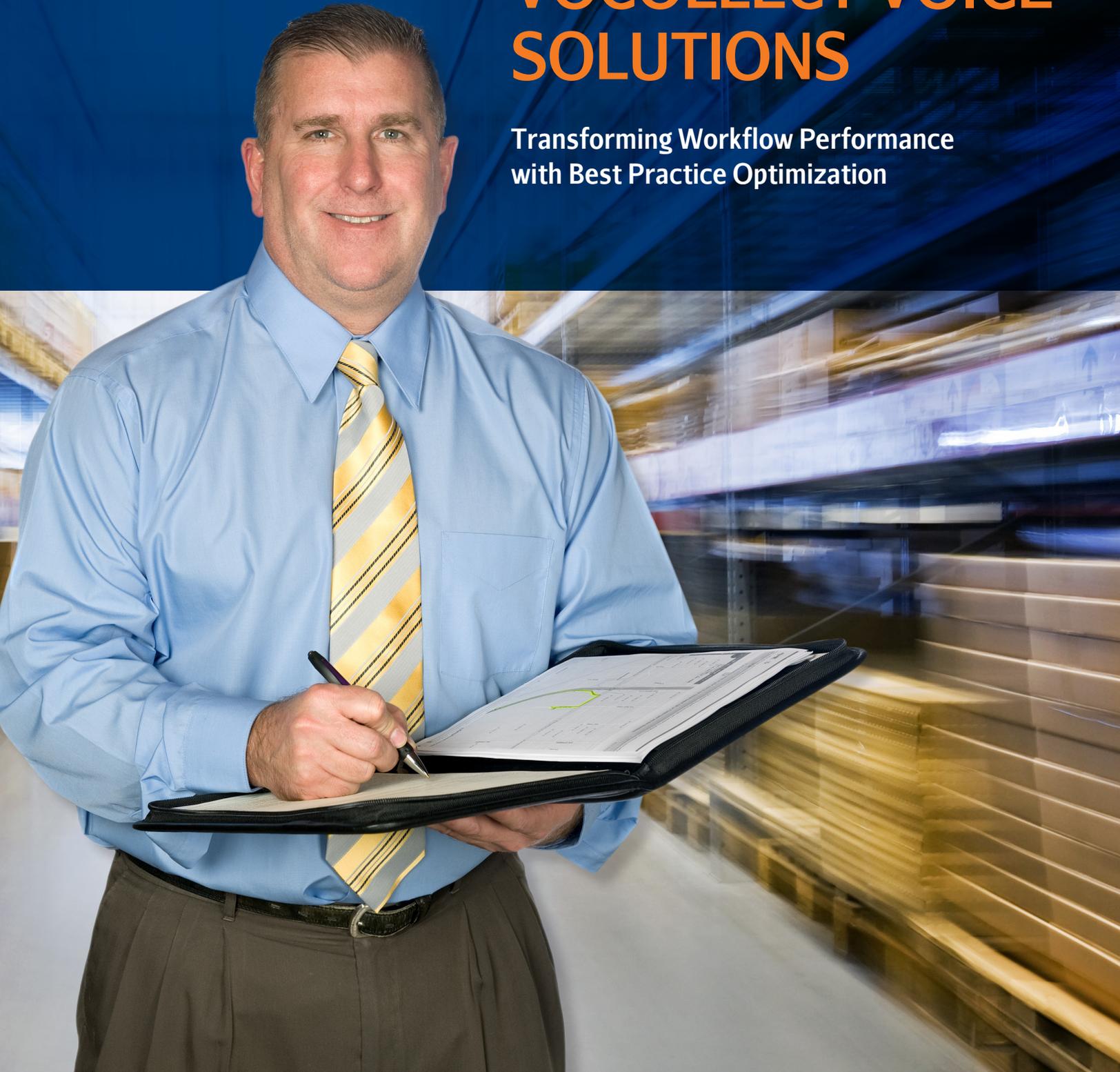


VOCOLLECT VOICE SOLUTIONS

Transforming Workflow Performance
with Best Practice Optimization



Vocollect[®]
a business unit of **Intermec**[®]

**Print and Data
Solutions**



Vocollect Voice Delivers Results through Reengineering Process Optimization

In these challenging times, it's a balancing act to drive profitable growth while simultaneously streamlining workflow processes to reduce costs. Vocollect Voice® Solutions can help you reduce your operating costs and enable you to increase your workforce productivity by reengineering processes for a more optimized business.

Vocollect Voice's ability to provide workflow process-optimized solutions is based on our extensive industry domain expertise. Our voice-enabling workflows use industry best practices, combining individual purpose-built, best-in-class workflow process components to create a voice solution that meets your unique business needs, while leveraging your existing IT environment.

Our voice solutions integrate with all major WMS and ERP systems and support the top four leading handheld computing hardware platforms, ensuring maximum flexibility.

Delivering results with a Vocollect Voice Solution starts with our Value Engagement Process where we learn more about your unique business objectives as well as the details of your operation and workflow processes. We meet with key executives to better understand your business issues and walk through your facility to observe critical metrics and document actual workflow processes. Our observations go well beyond just where voice technology could add quantifiable business value.

It's All About Business Flexibility and Improved Workflow Performance

Vocollect Voice Solutions have always been held to a higher standard – one where the architecture must not only be flexible to accommodate unique process workflows and multiple architectural environments, but one that measures its ultimate success upon the acceptance of the workers using its voice solution. Balancing the needs of operations management, IT and the actual workers is why Vocollect continues to lead the market forward. Only Vocollect Voice Solutions give you the choice and flexibility to manage your IT infrastructure the way you want to – while providing higher workflow performance.

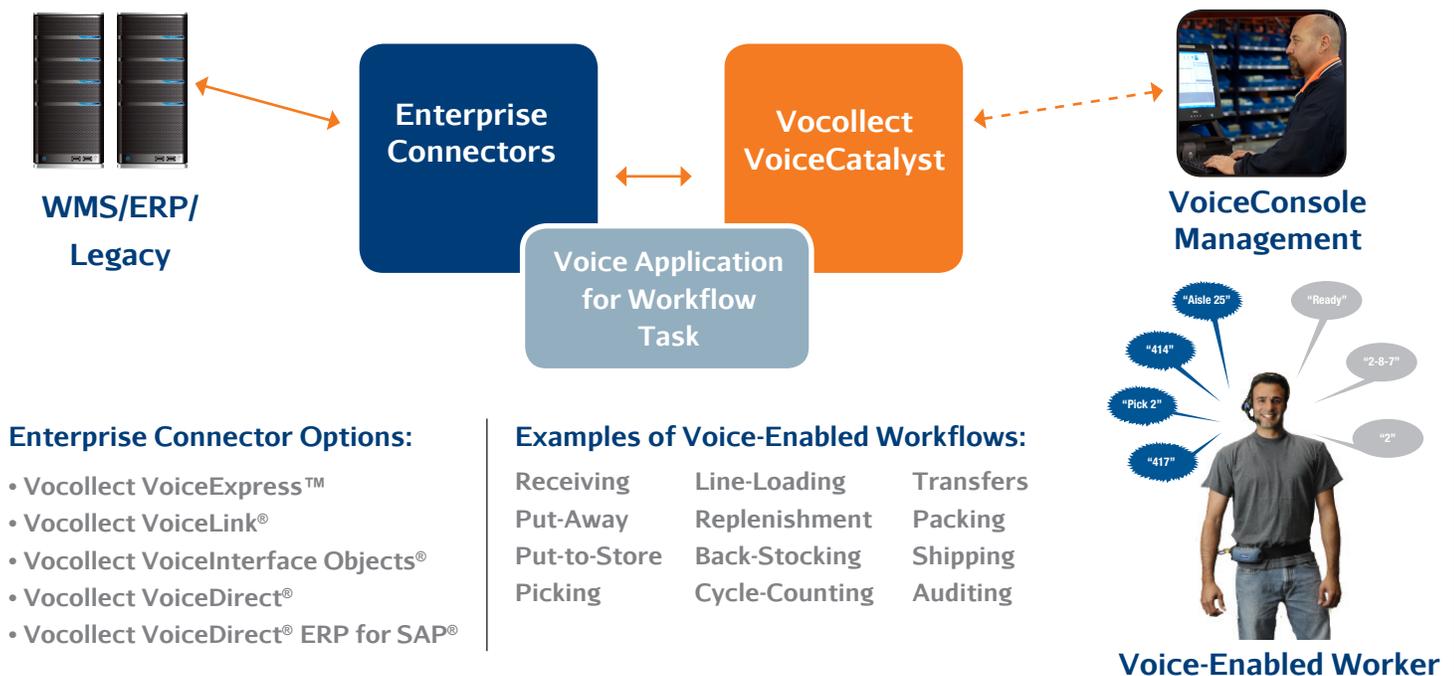
Our industry experience, gained through almost 2,000 customer implementations around the world, has shown us that no two existing customer business processes are exactly the same. Therefore, we provide various options that can support your exacting data integration approach, as well as support your needs today and in the future.

The Vocollect Voice Solution Data Process Flow

The data process flow with Vocollect Voice enables data from your host WMS or ERP system to seamlessly integrate with your Vocollect Voice Solution. As the graphic below highlights, Vocollect Voice Solutions provide various options in order to integrate the data with one of our many enterprise connectors. Your enterprise integration options range from using our Vocollect VoiceExpress™ enterprise connector for fast implementations that eliminate the need to make changes to your WMS and require minimal IT resources; our VoiceLink® enterprise connector that provides an open and flexible integration solution with pre-built, best-in-class optimized workflow processes; to our VoiceInterface Objects®, VoiceDirect® and VoiceDirect ERP for SAP® enterprise connectors that enable your WMS partners to easily integrate Vocollect Voice Solutions with their host data system.

Each enterprise connector enables seamless integration with our market-leading voice software, VoiceCatalyst®. It enables the use of voice and device management with our industry-leading VoiceConsole® management solution. No matter the integration option you select, you know that your Vocollect Voice Solution will provide your business with the flexibility to support today's needs and what your best practice business needs might be in the future.

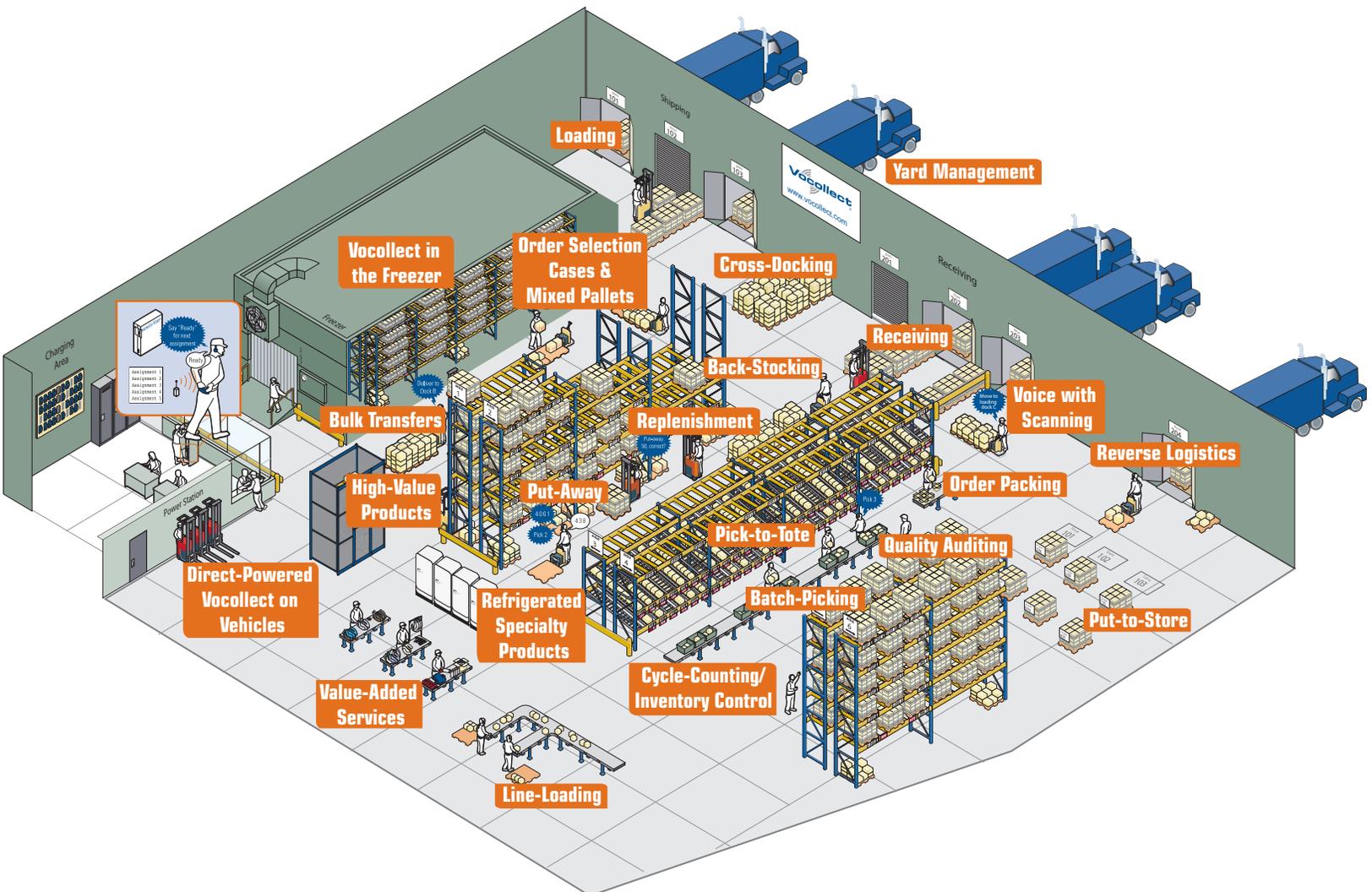
Vocollect Data Process Flow





Achieving Transformational Workflow Optimization with Process Improvement

The addition of Vocollect Voice in your distribution center offers you transformative workforce performance gains in many areas. While voice technology initially was implemented to enhance the process flow for various fulfillment tasks, the extremely positive operational benefits resulted in a growing number of companies expanding their use of Vocollect Voice into other areas of the distribution center. The biggest gains are realized when implementing a voice-enabled solution that combines best practice processes with optimized workflows. To achieve the greatest possible business value, reengineered processes become a vital cornerstone to help you achieve the greatest success with a Vocollect Voice Solution. The graphic below shows various tasks where Vocollect Voice can be applied for workflow optimization and process improvement.



Future-Proofing Your Vocollect Voice Solution

Vocollect Voice Solutions provide an optimized end-to-end voice solution that has all of the components to transform your distribution center workflows.

We make sure that the focus is on future-proofing your operation and not turning your voice solution into a one-off project. The graphic below illustrates the various components of an optimized voice solution.

Enterprise Connectors:

VoiceExpress™

VoiceLink®

VoiceInterface
Objects®

VoiceDirect®

VoiceDirect®
ERP for SAP®

Voice Software: Vocollect VoiceCatalyst®

Voice Application: Vocollect VoiceApplications™

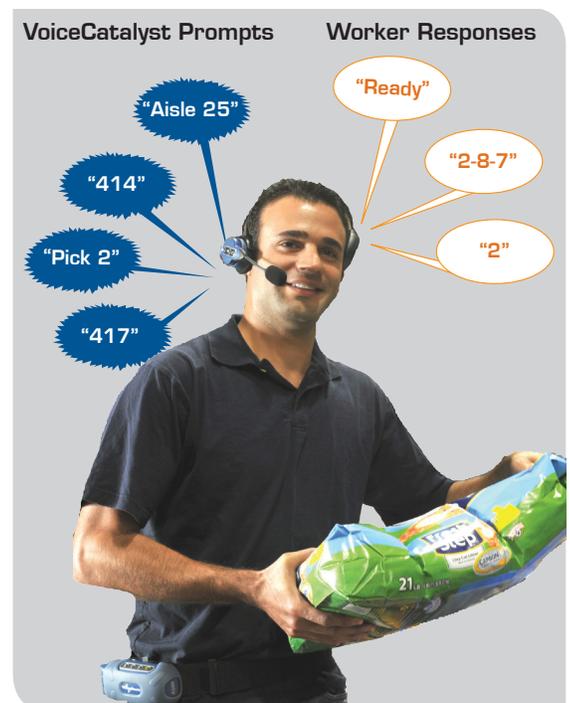
Device & Voice Management: Vocollect VoiceConsole®

Development Platform: Vocollect VoiceArtisan®

Vocollect Voice Solution Components

Voice Software: Vocollect VoiceCatalyst

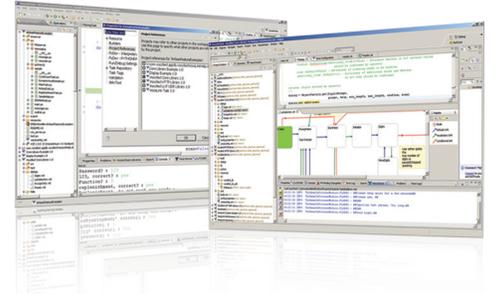
Vocollect VoiceCatalyst enables unparalleled connectivity to devices, servers and information and provides the launching point for implementing voice-enabled operations to achieve the highest levels of productivity. Superior speech-recognition technology is what makes Vocollect Voice the #1 choice for powering hands-free work by mobile workers. Vocollect Voice is intelligible at high speeds – up to 400 words per minute – for maximum productivity even in the noisiest warehouse environments, thanks to Vocollect Adaptive Speech Recognition®.



Vocollect Voice Solution Components

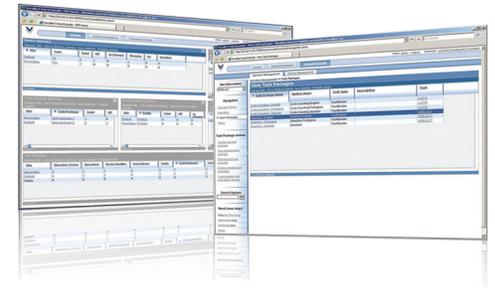
Voice Application: Vocollect VoiceApplications

Vocollect VoiceApplications leverage the extendible VoiceCatalyst architecture to seamlessly interweave Vocollect VoiceApplications for the voice-enablement of tasks and workflow execution. The seamless connection of multiple data sources with your task workflows provides supervisors with exception notifications enabling real-time approval; notifications of exceptions on a receiving or loading dock needing release approvals; real-time access to key ERP or WMS information to streamline warehouse processes; and enables workers to send recorded messages to an alert display management system.



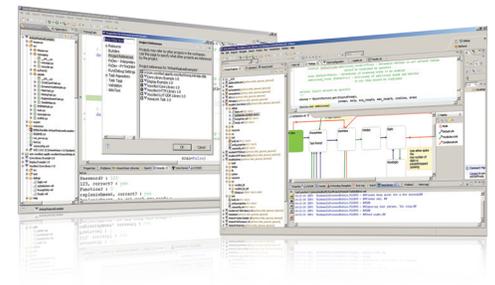
Device and Voice Management: Vocollect VoiceConsole

Vocollect VoiceConsole is a web-based application that helps you to easily manage and support your voice-enabled workforce by providing device, operator and configuration management, as well as system diagnostics, all through an easy-to-use interface. VoiceConsole allows you to view which workers are currently using voice-enabled devices and helps you to identify the tasks they are actively working on. Configurable notifications can be triggered for real-time responses while the homepage dashboard displays high-level information.



Development Platform: Vocollect VoiceArtisan

Vocollect VoiceArtisan is our flagship Integrated Development Environment (IDE) software platform. VoiceArtisan enables customers and partners to expand the capabilities of their Vocollect Voice Solution using Rapid Application Development (RAD) techniques. VoiceArtisan is an open, flexible, and extensible modern IDE that enables certified partners and trained customer IT teams to design, code, deploy, and maintain customer-defined solutions to address unique business requirements beyond existing out-of-the-box software functionality.



Vocollect Purpose-Built Hardware

Vocollect Talkman® A500 Mobile Computing Appliance

Vocollect's flagship Talkman A500 mobile computing appliance provides the ultimate in worker flexibility. The Talkman A500 seamlessly enables you to outfit each worker with the technology needed to execute their responsibilities.

The Talkman A500 supports optional RF scanning and external displays, providing you with the ability to determine which technology is needed versus having to settle for a mobile computing device that is not optimized for the worker.



Voice-Optimized Headsets

Only Vocollect Voice Solutions offer industrial-grade headsets that are specifically designed and manufactured to support the challenging warehouse environment. We understand what is required to maximize the "headset experience" which is often the weakest link in a successful worker experience.

Vocollect Voice Solutions offer you the flexibility to use either a wireless or wired headset option. We offer headset models that are also optimized for the challenging freezer and high-noise conveyor environments. Headset styles include versions worn behind-the-head, over the top of the head, or with hard hats. With our broad portfolio of headsets, you will find an optimized headset choice to meet your specific demands.



Headsets

	SRX2	SR-20/SR-21	SR-40	SR-35	SL-14
Wireless	✓				
SoundSense™ Technology	✓				
Intelligent Battery Management	✓				
High Humidity	✓	✓	✓	✓	✓
Single Cup Headset	✓	✓		✓	
Optimized Frequency Management	✓				
High Noise	✓	✓	✓	✓	
Freezer Certified	✓	✓	✓	✓	
Wired with TCO Breakaway Toggle		✓	✓	✓	
Industrial Strength	✓	✓	✓	✓	
Light Industrial					✓

Improved Accuracy. Increased Productivity. Real Business Results.

In the complex supply chain industry, accuracy and productivity are of paramount importance. The proven track record of voice in driving quantifiable performance improvements has made it a natural fit for process reengineering efforts to solve key business challenges. Vocollect, a business unit of Intermec, is the number one provider of end-to-end voice solutions for mobile workers worldwide, helping customers achieve a higher level of business performance. Together with our partners, we enable over 400,000 workers at almost 2,000 companies around the globe to distribute US\$4 billion in goods every day. Contact us today to learn how we can help you transform your operational and workforce performance.

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Print and Data Solutions

As a leader in the bar code industry, Print and Data Solutions provides professional services at a fraction of the cost – saving you both time and money. With more than 10 years experience and expertise in hardware, software and solutions, we help organizations deploy custom developed solutions from leading companies to save time, money and increase return on investment.

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