International Seminar on the 1ˢᵗ Anniversary of NeLT

Overview and Applications of Voice Solutions

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ASETEC

Vocollect

Putting Voice to Work for You

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ASETEC

Who Uses Voice and Why?

Voice of Success

The Harvard Drug Group

"We achieved 100% payback on Vocollect almost immediately. Since we operate under mandated Pedigree laws, we wouldn't have been able to get our products out within the required two-hour ordering time; previously, we struggled to validate our lots in the required timeframes."

Senior VP IT/CIO

Voice of Success

Fox Racing

"Based on our initial success in using Vocollect in our picking operation, we have now applied it to the tasks of replenishment, put-away and cycle-counting. We're excited about the potential to find even more ways to leverage our Vocollect investment to drive bottom-line results and gain competitive advantage."

Director of Distribution

Voice of Success

Lotte Mart

"In addition to improving our productivity and accuracy metrics, the greatest result from implementing Vocollect Voice is the significant improvement of our customer service level by minimizing the losses of SKUs and reinforcing claim management."

Director, Supply Chain Management

Voice of Success

Key Business Challenges

Improving Throughput/Productivity

- How can I improve warehouse operations?
- How do I integrate operations to reduce order processing time?
- How can I reduce manual processes?

Accuracy and Customer Service

- How can this help achieve a "perfect order"?
- How can I improve overall order accuracy?
- How does it expand our customer services?

INBOUND **INTERNAL PROCESSING** **OUTBOUND**
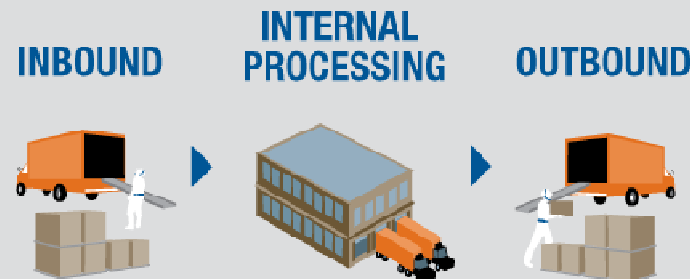
Mass Customization/Value-Add

- How can I manage my SKU proliferation and continuing SKU churn?
- How do I ensure regulatory and customer labeling and traceability compliance?
- How do I support more customer-specific value-added services?

Reducing Total Operating Cost

- Where can I reduce inventory while maintaining high service/fill rates?
- How do I improve resource efficiency?
- How do I ensure staffing flexibility?
- How do I leverage existing "IT investments?"

How Does Voice Work?

How Voice Works – 1, 2, 3

1.

Instruction Spoken to the Operator

How Voice Works – 1, 2, 3

1.

Instruction Spoken
to the Operator

2.

Instruction Confirmed
through Speaking
Voice Command

How Voice Works – 1, 2, 3

1.

Instruction Spoken to the Operator

2.

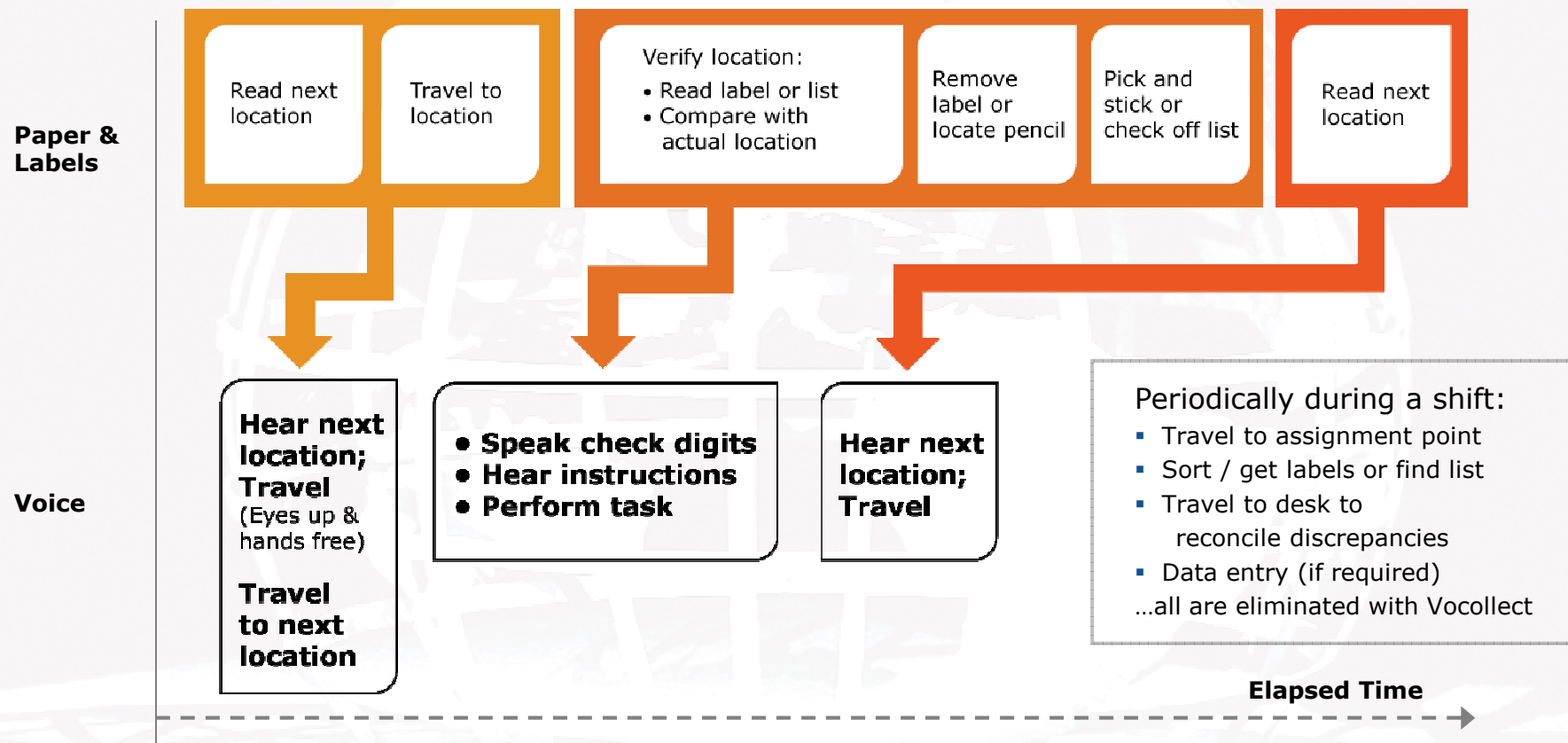**Instruction Confirmed through Speaking Voice Command**

3.

Next Instruction Spoken to the Operator

Comparing to Other Technologies

Voice Compared to Paper/Labels

Paper & Labels

| Read next location | Travel to location | Verify location: • Read label or list • Compare with actual location | Remove label or locate pencil | Pick and stick or check off list | Read next location |

Voice

Hear next location; Travel (Eyes up & hands free) **Travel to next location**

• **Speak check digits** • **Hear instructions** • **Perform task**

Hear next location; Travel

Periodically during a shift:
- Travel to assignment point
- Sort / get labels or find list
- Travel to desk to reconcile discrepancies
- Data entry (if required)

…all are eliminated with Vocollect

Elapsed Time

Voice Advantage

Extreme Accuracy	Productivity	Training
Reduce errors by 85% vs. paper and labels	Increased throughout- 15 - 25+% gains	50% reduction in end-user-training

Voice Compared to RF Scanning

RF Scanning

| Read next location | Travel to location | | Scan Location | Read quantity on screen | Free hands place device elsewhere | Perform task | | Locate device | Press buttons to confirm |

Voice

| **Hear next location; Travel** (Eyes up & hands free) **Travel to next location** | • **Speak check digits** • **Hear instructions** • **Perform task** | **Hear next location; Travel** |

Elapsed Time
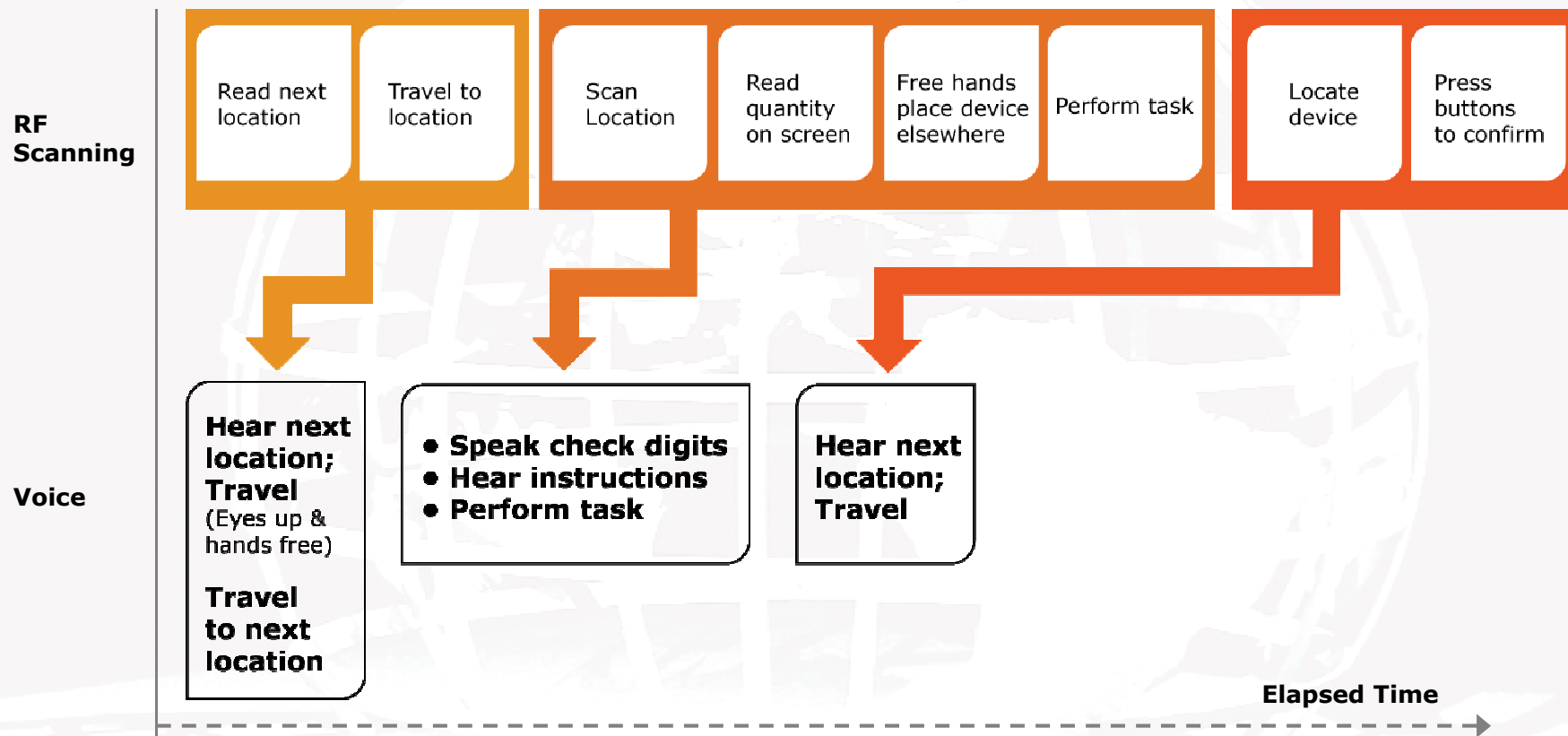
Voice Advantage		
Accuracy	**Productivity**	**Training**
Less errors- 2–4 less errors per 1,000	Increased throughout- 15 - 25+% gains	50% reduction in end-user-training

Voice Compared to Digital Picking System

- Productivity losses due to "jams" caused by unbalanced zones*

- PTL investment based on number of SKU's- very expensive*

- PTL inflexible and not portable*

- PTL difficult to reconfigure*

- PTL "zone and batch" limitations*

- PTL offers limited hands and eyes free activities*

* Source- Gartner

Video

Sport Chalet
Ontario, California

Demonstration and More Information…

Please visit ASETEC's booth

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