

# ***Voice Directed Warehousing That is Ready for Change***

Sponsored By:

**voxware** 

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- Largest broadline foodservice distributor to deploy voice-directed supply chain technology
- Over 350,000 national brand products and our own high-quality brands
- About 25,000 associates in more than 68 locations



ware



# Challenges of Our Operation

**250,000** diverse customers

**43,000** national, private label  
and signature brand items

**68** DCs

**6,500** SKUs in-house



# Key Advantage: Customer Service

**“Orders received today must be ready for shipment tomorrow.”**

**The challenge:** Provide excellent, consistent service at a reasonable cost

**The method:** Leverage latest supply chain technology innovations

**One solution:** Voice-enable the workforce for nearly 100 % order fulfillment accuracy

# Critical Objectives

**Increase Order Picking Accuracy** and minimize costly errors

**Increase Worker Productivity** despite employee turnover

**Reduce Training Time** towards proficiency levels

**Eliminate Paper** pick lists

**Provide Real-Time Information** around user productivity measurements and order status





# Evaluation Criteria

## Prerequisites for voice solution

- Recognizer performance – in cooler and freezer
- Scalability across large DC network
- Adaptability to new functionality requirements

## Prerequisites for voice vendor

- Clear corporate vision
- Forward-looking product roadmap
- Supportive customer base and consistent achievement of world-class customer service



# Results

**26.9%** reduced shorts on trucks

**49.4%** average decrease in mispicks

**9%** increase in productivity across 3600 workers

**35%** reduction in training time

**0** paper usage at voice-enabled sites



# Voice-Driven Replenishment

## Why replenishment?

- Process supports picking
- Voice units interface with existing RF devices on trucks
- Selector and forklift operator can communicate during work



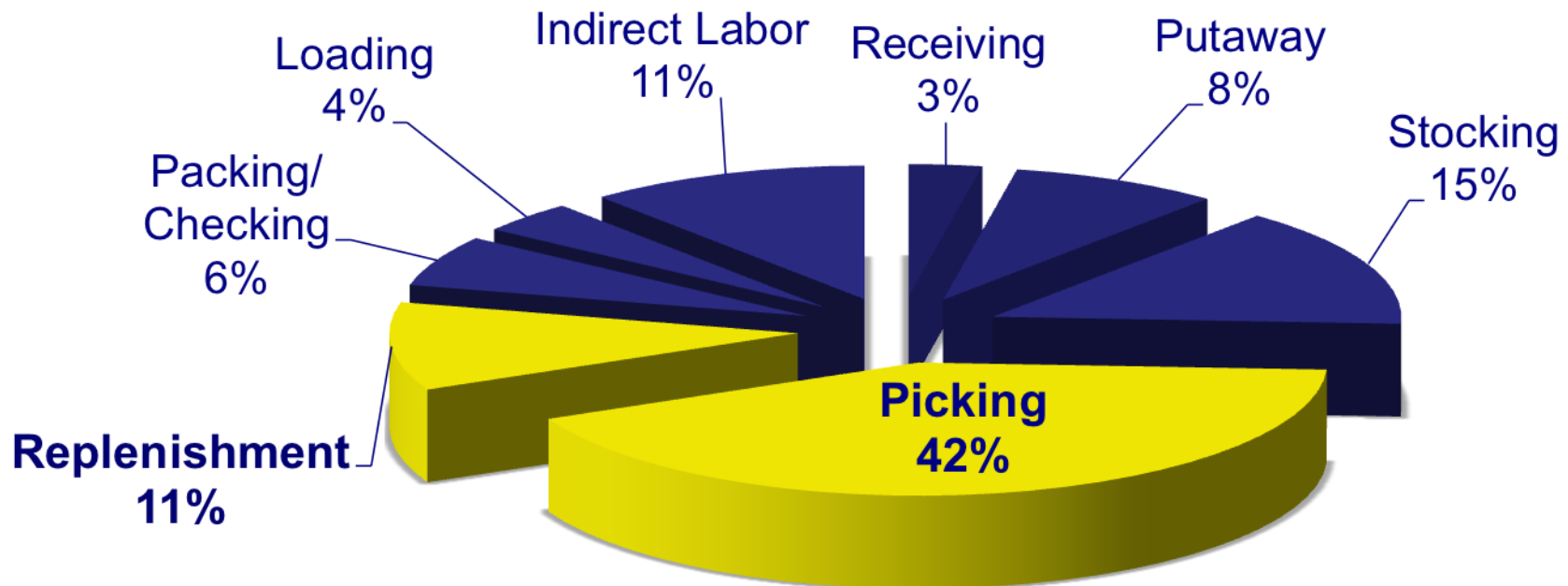


# Voice-Driven Replenishment

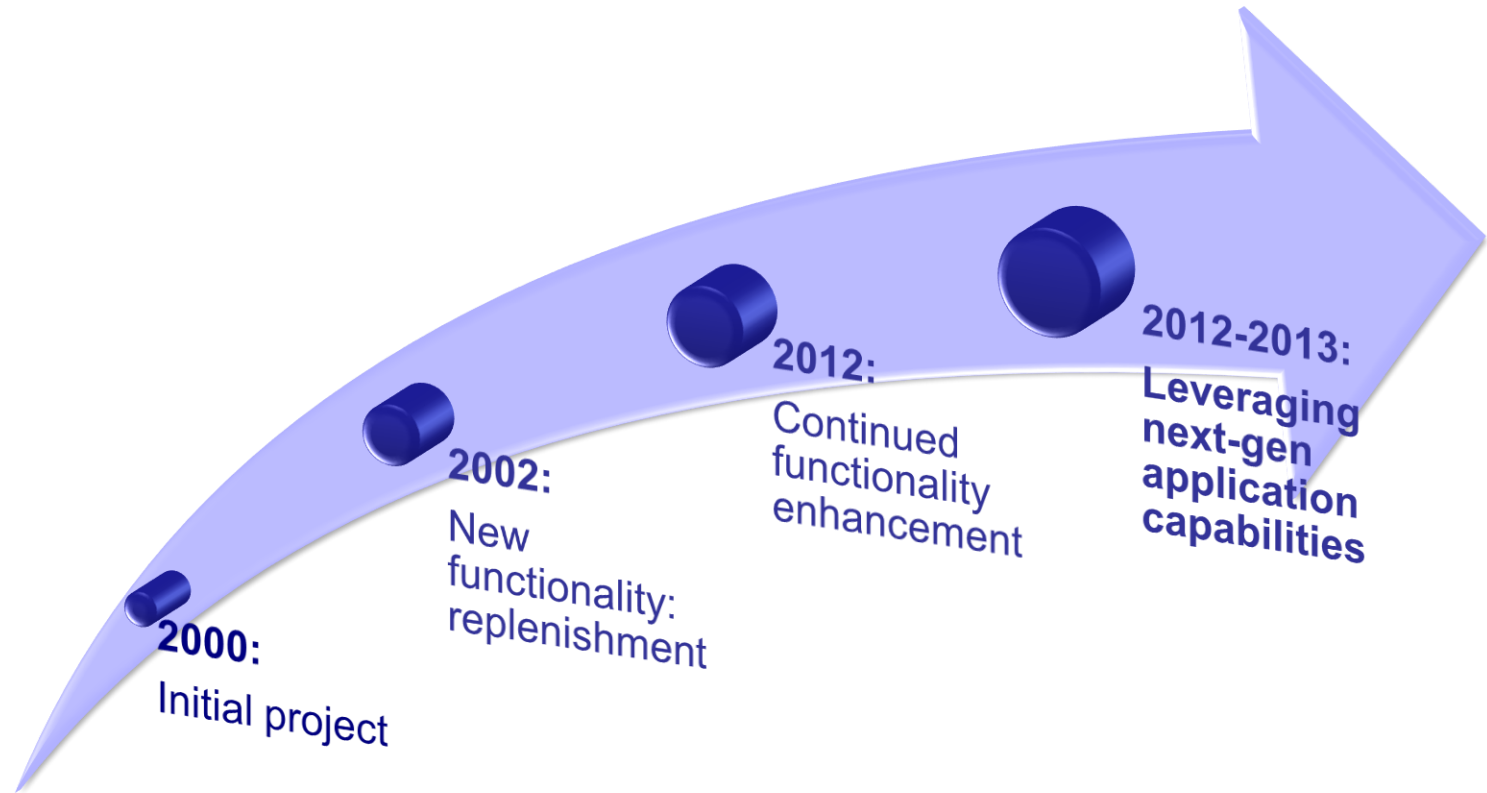
## Results

- Reduction in shorts runners
- Increased accuracy in inventory and slotting

## Labor Expense



# Future-Proofing Our Customer Service Levels with New Technology



Modern architecture protects investment and prevents obsolescence and forced migration

# Advantages of Next Modern Platform Capabilities

**Faster, easier solution building**

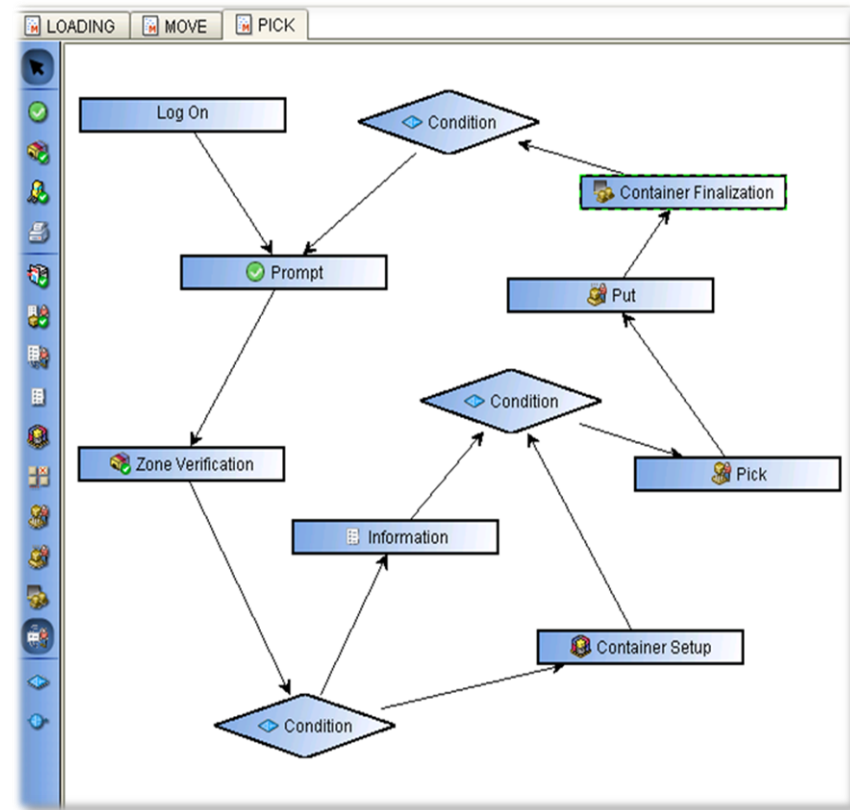
Visually diagram workflows

**Anticipating change beyond go-live**

Prepackaged task options

**Operational agility assured**

Explore ideas for evolving the operation

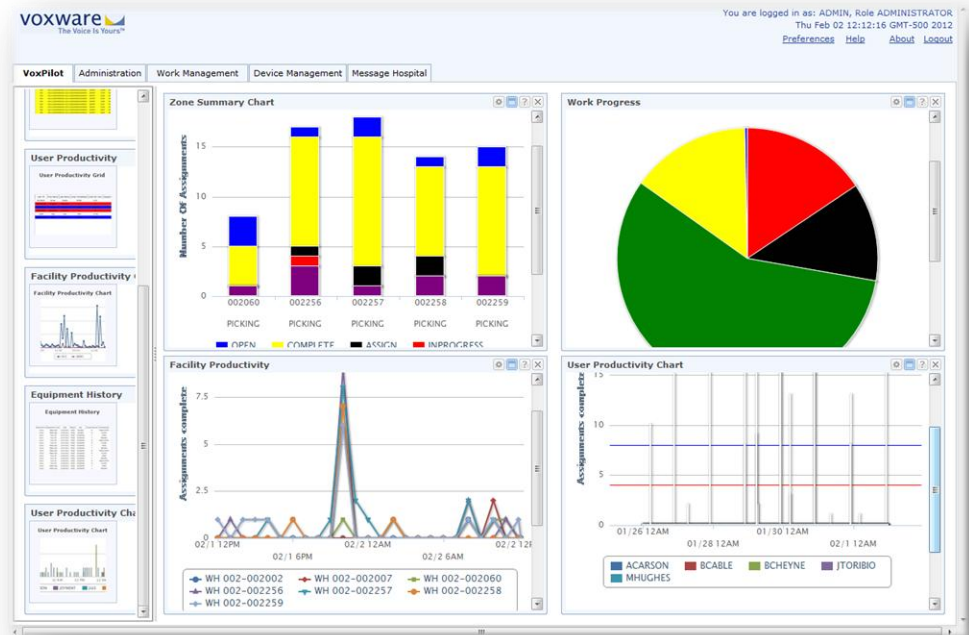


# Dynamic Reporting Tools Give Real Time Management Control

**Faster management reaction**

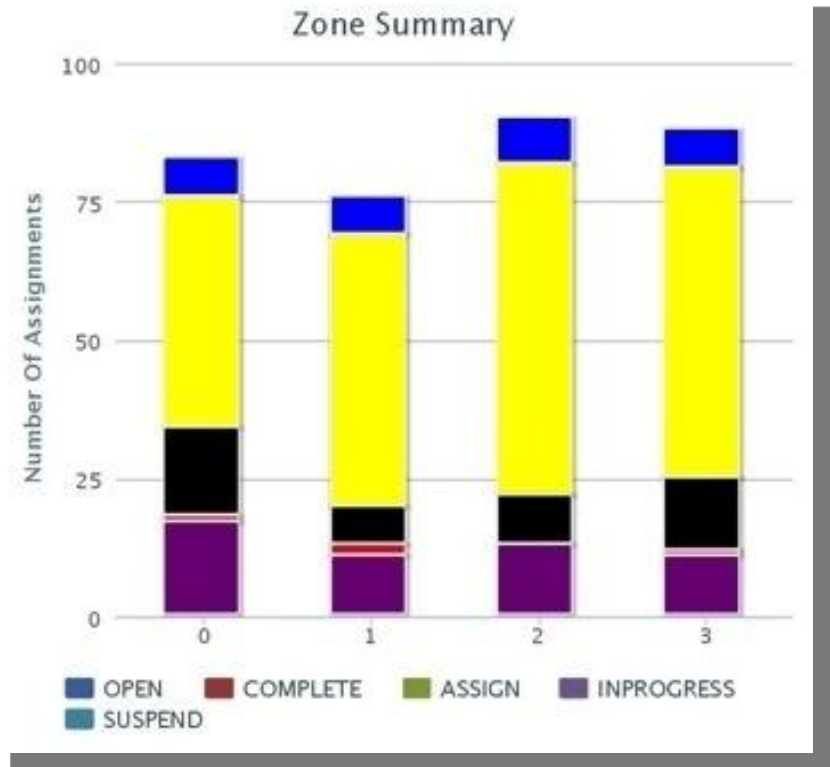
**Customize view for different job roles**

**Drill-down function**  
with “one-click bridge” to  
make changes to work  
**Isolate trends** by zone,  
product, user, DC



# Monitoring Warehouse Zones

- Higher visibility and ability to compare work in zones
- Identify localized issues quickly
- Redirect work if necessary





- Summarize cuts, shorts, skips by user, warehouse
- Drill down directly to work to take action
- Identify patterns quicker by user, SKU, location

Work Exception						
Export Format		PDF	Export	Print		
Task ID	Task Status	Location ID	Zone ID	User Name		
2011122634494210100003	SKIP	54271	002261	SHARDWICK		
2011122634494210100004	SKIP	55271	002261	SHARDWICK		
2011122634494210100005	SKIP	0320	002261	SHARDWICK		
2011122634494210100006	SKIP	0652	002261	SHARDWICK		
2011122634494210100007	SKIP	0680	002261	SHARDWICK		
2011122634494210100008	SKIP	0982	002261	SHARDWICK		
2011122834509580100001	SHORT	50171	002261	MGLADYSZ		
2011122834509580100002	SHORT	53171	002261	MGLADYSZ		
2011122834509580100003	SHORT	54171	002261	MGLADYSZ		
2011122834509580100004	SHORT	54738	002261	MGLADYSZ		
2011122834509580100005	SHORT	50271	002261	MGLADYSZ		
2011122834509580100006	SHORT	53271	002261	MGLADYSZ		
2011122834509580100007	SHORT	54271	002261	MGLADYSZ		
2011122834509580100008	SHORT	55271	002261	MGLADYSZ		
2011122634493990200001	SKIP	1476	002260	KDICKISON		

# Visibility on Productivity

- Compare work rates of users
- Set thresholds and color codes for alert levels
- Reroute work based on rate of completion

User Productivity Grid

Export Format: PDF Export Print

User ID	First Name	Last Name	Units Completed	Units Per Hour
987654321	FIRST	LAST	0	0
AALEX	Anthony	Alex	0	0
ALOCKE	adam	locker	0	0
ANATHANII	Austin	Nathaniel	0	0
APUTTE	adam	putte	0	0
ASEAN	Andrew	Sean	540	69.41
ASMITH	Alexander	Smith	2460	273.64
BBRYAN	Benjamin	Bryan	0	0
BCARLOS	Brandon	Carlos	0	0
CIAN	Caleb	IAN	0	0
CJESUS	Christian	Jesus	0	0
CLUCAS	Christopher	Lucas	0	0
DADRIAN	Daniel	Adrian	0	0
DCOLE	Dylan	Cole	0	0
DSTEVEN	David	Steven	0	0

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