

# ***SOLVE FOR X.***

## ***How Parksite Voice-Enabled all of its Workflows in all of its DCs to Drive Bottom-Line Results***

Presented by:

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Parksite**

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McCormick Place | Chicago  
April 3-6, 2017  
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***Experts in Delivering the Value of Voice***

## Introductions

- Jim Coulter, Director - Supply Chain, Parksite
  - 11+ years with Parksite
  - Promoted to current role in 2016, formerly Director - Logistics
  - Attended ProMat 2013
- Gary Glessner, VP - Sales & Marketing, Speech Interface Design (SID)
  - 10 years with Vocollect (now part of Honeywell)
  - 3+ years with SID, Honeywell-Vocollect Premier-Level Total Solution Provider

## Agenda

- Parksite – Company Overview
- Some History
- Evaluation of Voice Providers
- Implementation of Voice
- Video
- Results
- Q&A

## Parksite – Company Overview



- Leading wholesaler of building materials and products
- 100% Employee owned
- Headquartered in Batavia, IL
- Operations throughout the Eastern U.S.
- 9 Distribution Centers (CT, NY, NJ, MD, NC, FL, OH, IL and ND)
- Pronoto ERP/WMS

## Some History

- 2009: Parksite moves from a paper-driven environment to a WMS with barcoding and RF scanning
  - Increases productivity by 34% while reducing errors by 75%
  - Wins ProSales Magazine's 2011 Merit Award for Best Use of Technology
- January 2013: Jim Coulter attends ProMat for the first time
  - Continuous improvement initiative
  - Realized as much from RF as was possible
  - Voice warranted investigation

## Evaluation of Voice Providers

- Meetings and visits
- Offerings
  - Purpose built vs. general purpose devices
  - Single vs. multiple sources for hardware and software
  - Middleware GUI
  - Price
- Providers
  - Technology: size and quality of operation
  - Design, Integration, Implementation & Support
    - Process improvement experience & expertise
    - Flexibility
    - Dedication to our satisfaction / results

## Implementation of Voice

- Using a voice middleware package integrated with Pronto ERP/WMS, piloted voice-directed Picking - MD site in Feb 2014
  - Significant productivity and accuracy improvements
- Added all other workflows beyond Picking - IL site
  - Packing
  - Cycle Counting
  - Put Away
  - Material Moves
  - Loading
- Rolled out complete solution to all other sites

## Video

- CT site
- All workflows
- Middleware screenshots



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- Video file to play full screen when the presenter advances beyond the previous slide # 8. When the video ends, the following slide #10 (same as #8) should appear.

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## Video

- CT site
- All workflows
- Middleware screenshots

## Results

- Productivity increased by 22.2%
- Accuracy increased from 99.35% to “best in class” 99.98+%
- ROI: Solution paid for itself in 7.5 months -- 3 times faster than CEO had expected
- 100% user / worker acceptance
- Training time for new employees reduced from 2-3 weeks to 2 days
- Overtime and temp labor usage reduced and capacity to grow increased

## Results - continued

- Process Improvements
  - Voice middleware prioritized Pick sequences automatically as per Parksite's preferred methodology
  - Loading problems, which could still happen with RF, now eliminated, diagrams now generated by voice middleware
  - Can now do inline Put Away – Receiving and Put Away as one continuous process
  - Indirect labor associated with Prioritizing, Printing and Receiving now reduced

## Results - continued

- Customer Satisfaction and Trust Increased
  - Beyond benefits of “best in class” accuracy, voice middleware facilitated consolidated invoicing and complete traceability
- Further Continuous Improvement Initiatives now doable
  - Voice middleware provides granular process visibility

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## Q&A

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## ***For More Information:***

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