

SOLVE FOR X.

Smartphones, Voice and the Mobile Revolution in DC Operations

Presented by:

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Agenda

- Our Format: A Discussion With Rick Snekvik and Dawn Long
- Introduction To Direct Relief
 - Business and Operational Overview
 - Mobile Technology In the DC
- Discussion and Q&A

Overview: The Mobile Revolution

- From Paper to RF to Voice to Smart Applications
 - Combine voice, scan, screen, RFID/NFC, etc.
- Process Optimization Beyond Hands-free Work
 - “Lean” your processes and tasks
- Mobile Management Apps
 - Supplement WMS with real-time operational data
- Multiplying Hardware Options
 - Android driven market

About Direct Relief



- Humanitarian aid nonprofit working in 80 countries and 50 U.S. states, improving the health and lives of people affected by poverty or emergencies since 1948
- Only nonprofit licensed to distribute prescription medications in all 50 U.S. states
- DC Operations
 - 320,000 total storage space
 - Unpredictable inbound and outbound
 - FY 2016: 3.6 million lbs. in medications, vaccines, and supplies in 11,000 shipments

Lucas Mobile Work Execution System

- Objectives: Increase throughput, efficiency and productivity
- Integrates with SAP
- Engage Work Management And Reporting
- Voice-Directed Picking
- Why Smartphones?
- Implementation Story

Results

- Throughput and Efficiency
 - 20% Increase in picks since go-live in December
- Accuracy
 - 99.8% and improving
 - Lot verification at time of pick
 - Quantities are automatically rolled up into cases and remaining bottles, reducing picking errors
- Other Benefits
 - Employee Satisfaction
 - Training (hours vs days/weeks)
 - Management Visibility

Questions and Answers

- Operational Drivers and Technology Choices
- Process Optimization and Work Management
- Mobile Application – Functional Considerations
- Smartphones v. Traditional Devices
- User Adoption
- Benefits Beyond Productivity and Accuracy
- Lessons Learned

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