

# WHY YOUR 2023 BUSINESS PLAN SHOULD INCLUDE TWO-VENDOR VOICE STRATEGY

Expect More from Your Voice Solution



# Table of Contents

## Why Your 2023 Business Plan Should Include a Two-Vendor Strategy: Expect More from Your Voice Solution

Executive Summary..... 4

Co-Exist - Run Vocollect Voice and Lydia Voice Together..... 5

Voice Recognition - The Cornerstone of Success.....6

Case Study - SIMBA DICKIE..... 9

Lydia Voice Demo..... 10

About EPG.....10

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# EXECUTIVE SUMMARY

**INTRODUCING LYDIA VOICE, THE #1 GLOBAL VOICE SOLUTION ON ANDROID DEVICES IN THE DISTRIBUTION CENTER MARKET WITH THE LARGEST DEDICATED ORGANIZATION DEVELOPING AND SELLING VOICE SOLUTIONS FOR THE WAREHOUSE MARKET AND MOBILE WORKER.**

Lydia Voice offers you an innovative workflow performance solution that is fully configurable and designed specifically for the high-noise warehouse and distribution center. Our supply chain industry domain expertise has enabled us to successfully onboard hundreds of thousands of mobile workers around the world where we excel at multi-site, multi-lingual implementations with some of the largest customer installations globally. We also have more large-scale proof points from customers upgrading from Vocollect voice to Lydia Voice.

If you are running SAP, EPG's Lydia Voice offers a native interface to SAP EW and EWM. A Lydia Voice and SAP customer gets an interface that supports their SAP-centric requirements that can be supported by an internal SAP team or partner without requiring complex voice certification or major training.

Lydia Voice enables customers to become more self-sufficient. For too long, traditional and overly complex voice solutions providers made their voice technology seem like voodoo magic. Lydia Voice is different because we want you to take charge and control your future with our voice solution. Your 2023 planning should include the review of Lydia Voice.

Since you started using your voice solution, your business review will show that voice recognition technology has taken major leaps and bounds forward over the past few years and no longer requires old-fashioned voice template training, which eliminates the productivity reducing voice template training and retraining efforts. The voice market has changed considerably, Lydia Voice users are supported by a 24 x 7 staffed support center and has successfully scaled to more than 6,000 users on a single server instance.

You finally have the chance to challenge the status quo. It's time to challenge your voice solution to be better, and to potentially reduce your 2023 voice budget by more than 30%, while gaining greater voice recognition performance. As you plan your 2023 budget, it makes good business sense to put a two-vendor voice strategy in place. Before you simply move forward and agree to an upgrade with an overpriced Talkman device that costs \$1,000 more than virtually any other certified voice-enabled device, it is your responsibility to honestly evaluate and compare possible alternative voice options.



# CO-EXIST:

## RUN LYDIA VOICE AND VOCOLLECT VOICE TOGETHER

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Lydia Voice Co-Exist™ is the ideal solution for Vocollect voice customers (as well as other existing voice customers) who want to add Lydia Voice along-side their existing voice deployment. The solution enables companies to easily operate a two-vendor voice strategy without having to undertake additional voice integration efforts.

The Lydia Voice Co-Exist solution can be fully operational in a very short-time and requires minimal customer effort. The solution has been successfully operating at select larger Vocollect voice customers for more than three-years, and more are planning and executing this two-vendor voice strategy. Think about the negotiating power you will gain by challenging your two voice partners to provide quality customer support and demand they make innovation investments.

The visual below helps provides clarity around leveraging your existing voice device infrastructure, while implementing new Android-based devices from providers such as Zebra, our preferred example. Co-Exist provides your business with a seamless and safe path to a secure future using voice beyond a single supplier.



**Vocollect Talkman™  
A500/A700/A700X**



**Vocollect Talkman™  
T2x**



**Zebra TC5X/7X  
(Phone Footprint)**



**Zebra WS50  
(Wearable Option)**

### Key Highlights When Simultaneously Operating Vocollect Voice and Lydia Voice

- + Easily operate and enhance the exact same workflow processes
- + Connect Vocollect voice and other voice solutions with Lydia Voice simultaneously
- + Add Lydia Voice cost effectively to your smaller facilities
- + Cost effectively add Lydia Voice to additional workflows
- + Gain capability options and experience no lost functionality by adding Lydia
- + No additional customer integration effort required - leverage your existing work
- + Dramatically reduce your Talkman “spares pool” and save on expedited shipping costs
- + Reduced annual customer support costs
- + No license transfer fees are required with Lydia Voice because the license isn’t associated with a specific device

# VOICE RECOGNITION IN NOISY ENVIRONMENTS IS CORNERSTONE TO SUCCESS

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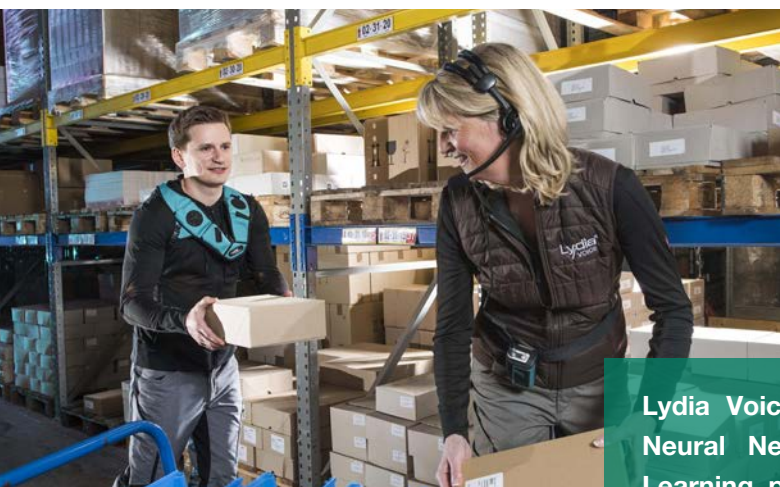
One of the biggest changes in the voice industry has been around the performance of voice recognition in noisy warehouse environments. Historically, this was the main competitive differentiator for previous generation voice solutions – but those days are long gone. In fact, older voice solutions are still using outdated and complex voice technology from a bygone era. Let's not forget that it is no longer 2009.

**A key difference is that older systems require or “strongly recommend” the customer use their voice template training approach. This is a dead giveaway that their voice recognition engine built in 80's and 90's and is not using modern technology architecture.**

The #1 reason why businesses prefer Lydia Voice is due to our modern market leading voice recognition and the ability to successfully address the age-old problem of difficult worker dialects and elimination of the need to waste time with outdated voice template training efforts. Lydia Voice and its Deep Neural Network Acoustic Learning platform enables customers to benefit by providing leading voice recognition capabilities. EPG joins industry leaders Amazon, Google, and Apple to offer solutions based on the next wave of AI, except that Lydia Voice has been specifically optimized for the noisy fulfillment center and distribution center environment.

The Lydia Voice neural network solution has been modeled specifically for the challenging industrial environment, where near-perfect voice recognition accuracy is required, and eliminates old-fashioned voice template training. It is self-learning, as the deep neural network acoustic learning data model continues to improve performance over time. Our neural network developed sound models address industrial environment sounds such as forklift beeps, pallet drops, fan/freezer noise and miscellaneous conversations, which helps enable

unmatched voice recognition accuracy. The Lydia Voice Active Adapt™ environmental voice recognizer, also enables automatic gain control (AGC) and noise control volume (NCV) for additional voice recognizer performance improvements.



Lydia Voice and its Deep Neural Network Acoustic Learning platform enables customers to benefit by providing leading voice recognition capabilities.

# VOICE RECOGNITION

## SUPERIOR RECOGNITION FOR SPANISH SPEAKERS

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One of the biggest surprises from customers who have transitioned to Lydia Voice (and to us as well) is the significant difference in voice recognition performance for the Spanish speaking associate. We highlight the comparison because the quality of the modern Lydia Voice neural network voice recognition has really become obvious to customers with Spanish speaking workers.

Customers who have transitioned to Lydia Voice have specifically told us that they now are able to expand their labor pool recruiting options because they now can hire Spanish speakers across multiple dialects and those having extensive accent variations. Previously this has been a limiting factor and a little talked about productivity drag since these workers previously struggled even with voice template training efforts.

Beyond Spanish and English Lydia Voice now supports more than 50 languages.

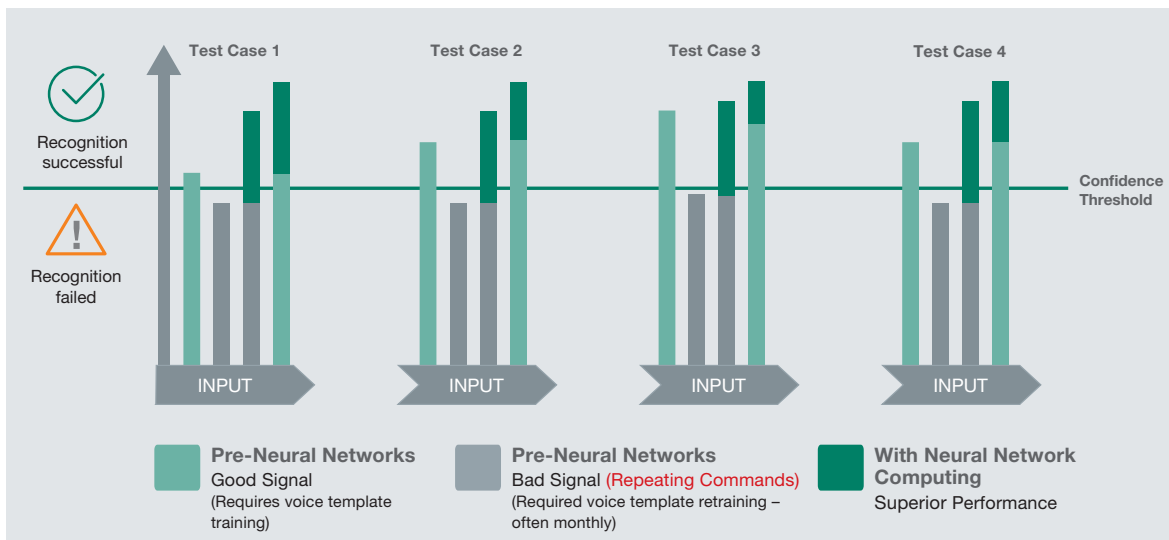


## NO MORE VOICE TEMPLATE TRAINING REQUIRED.

Our deep neural network computing solution helps provide extreme accuracy for those with challenging speech patterns and mixed dialects, without the requirement (or strong recommendation) to train the associate with a set of in-vocabulary speech words, which often requires about 30-minute training, as well as a monthly voice template retraining due to declining voice recognition performance (the other guys never mention retraining ... but users know about this ongoing productivity reducing issue). In addition, voice template training is now under scrutiny due to a class action lawsuit claiming it represents illegal collection of worker biometric data.

The following image shows the worker benefits obtained with a modern deep neural network driven voice recognition solution.

## DEEP NEURAL NETWORK COMPUTING IMPROVES YOUR BOTTOM LINE



While one can make a technical argument for newer and modern voice recognition solutions vs. other solutions that require or recommend voice template training, the proof is in the real results with customers. Lydia Voice customers who have used a competitive voice solution (that starts with a “V”) have consistently reported gaining an additional 8% to 12% improvement in overall worker productivity with the elimination of voice template training. You read that correctly. That’s a pretty strong statement and is factually backed up with real customer results of many transitioned customers. On the following page, a real customer who was a previously a long-time Vocollect voice user shared their results after they moved to Lydia Voice.





## SIMBA · DICKIE · GROUP

- ✓ Vocollect voice user 2010 - 2017
- ✓ 24% improvement vs. previous non-voice solution
- ✓ Over one million voice picks per year
- ✓ Transitioned to Lydia Voice in 2017
- ✓ 50% of workers using Lydia VoiceWear by worker request
- ✓ Changing to Lydia Voice increased worker performance by 11% compared to the previous voice solution
- ✓ Increase was a big surprise – the customer didn't expect an improvement since they had already been using voice

**“WHAT IS CERTAIN IS  
THAT WE HAVE FOUND A  
SYSTEM WITH WHICH WE  
ARE WELL POSITIONED  
FOR THE FUTURE.”**

**SIMBA DICKIE EXECUTIVE**

The superior productivity performance of Lydia Voice vs. older voice solutions has been quantitatively attributed by customers to the elimination of voice template training and ongoing retraining activities as well as less repeating and fewer missed recognized words and numbers. They also point to the faster onboarding seasonal and temporary workers.

**Another thing to consider is the “sound” of the voice solution. Can you point to any voice recognition product available on the market today that still uses a digital sounding voice? If the technology sounds like it from the 1980's, it's because it probably is.**

Lydia Voice sounds like a human voice, not a digitized voice that sounds like it's from a 1980's horror movie. It can also adjust in tempo and excels at high speeds, which offers your workers a higher throughput. Many users who have transitioned from Vocollect voice to Lydia Voice comment positively about having a human sounding voice and report no recognition issues when they increase the voice speeds for maximum performance.

# Download the Lydia Voice Demo Today

You can download a demo of Lydia Voice from either the Apple Store or the Google Play Store. Search Lydia Voice. The fully functioning Lydia Voice solution operates on Android and Windows devices.

## DOWNLOAD HERE:



## COMPANY PROFILE

### EPG – Smarter Connected Logistics

Ehrhardt Partner Group (EPG) is the leading provider of comprehensive supply chain execution and Lydia Voice software solutions for smarter connected logistics with more than 1,600 customers globally and a team of almost 800 industry professionals. EPG's highly configurable and scalable EPG One™ solution delivers functionality inclusive of: warehouse management, warehouse control and automation management, forklift utilization optimization, resource management, transportation management, checklist and inspection, advanced business intelligence analytics, and EPG's industry leading iBrowser ensures ongoing support for all major browsers, delivering flexibility and platform independence. Our Lydia Voice solution is the #1 voice solution implemented on Android devices globally and offers unparalleled voice recognition with its deep neural network technology, eliminating the need for voice-template training. Lydia Voice provides a native solution for SAP EWM, as well as interfacing with a multitude of WMS and ERP solutions, while providing real-time business intelligence with EPG TimeSquare Cloud Analytics and Lydia Warehouse Intelligence (LWI).

To learn more, visit [www.epg.com](http://www.epg.com)



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