LYDIA™ VOICE AND SAP®
FAST AND EASY INTEGRATION

SAP USERS

Lydia™ VOICE

STRONG
PARTNERSHIP

FAST AND EASY INTEGRATION
USE OF STANDARD TECHNOLOGIES

MULTIPLE
INTEGRATION OPTIONS

SAP CERTIFIED
SINCE 2009

100% NATIVE INTEGRATION
WITH LYDIA VOICE BROWSER

LYDIA VOICE BROWSER AND SAP®

LYDIA Voice is the only voice solution worldwide with a **certified native integration in SAP.**

With **LYDIA Voice Browser**, LYDIA Voice users are fully flexible and have full control over their voice application. This is a **real unique benefit** of LYDIA Voice.

The integration is based on **SAP standards.** Customers benefit from the ease of use and outstanding performance.

SAP® Certified
Integration with SAP NetWeaver®

SAP® Certified
Integration with SAP S/4HANA®

100% NATIVE INTEGRATION IN SAP

NOT JUST REAL-TIME - REAL SAP.

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FAST AND EASY SET-UP

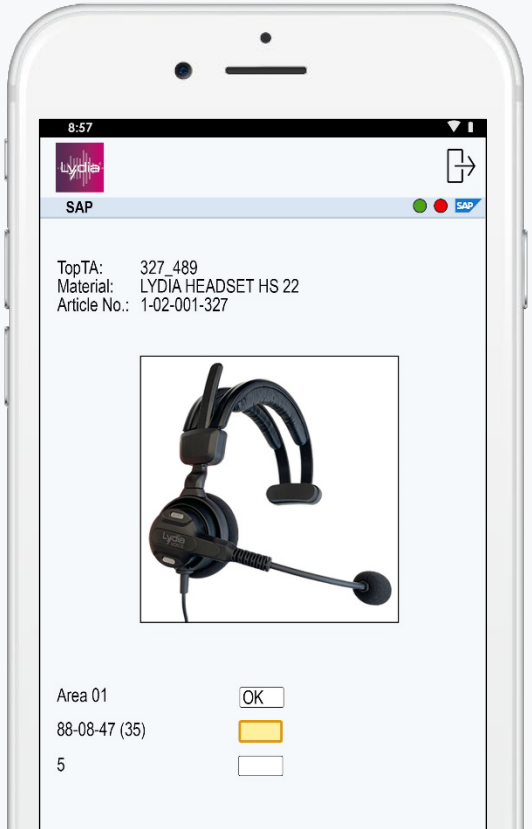
- LYDIA Voice is already integrated in SAP, we just need to “switch it on”.

BASED ON SAP STANDARDS

- Seamless integration without middleware
- Application logic is SAP-based
- All SAP standard functionalities can be utilized
- Easy maintenance and upgrades

OUTSTANDING PERFORMANCE

- Easy to implement AND easy to use
- 100% online
- Highly efficient real-time process handling



FULL CONTROL

- Easy administration
- Customers can carry out updates and extensions with their own SAP team

FLEXIBILITY

- Multimodal options (voice, keypad, touchpad, scan …)

100% UNIQUE

- No other voice vendor worldwide offers native integration in SAP

LYDIA VOICE

INTEGRATION VIA RFC GATEWAY

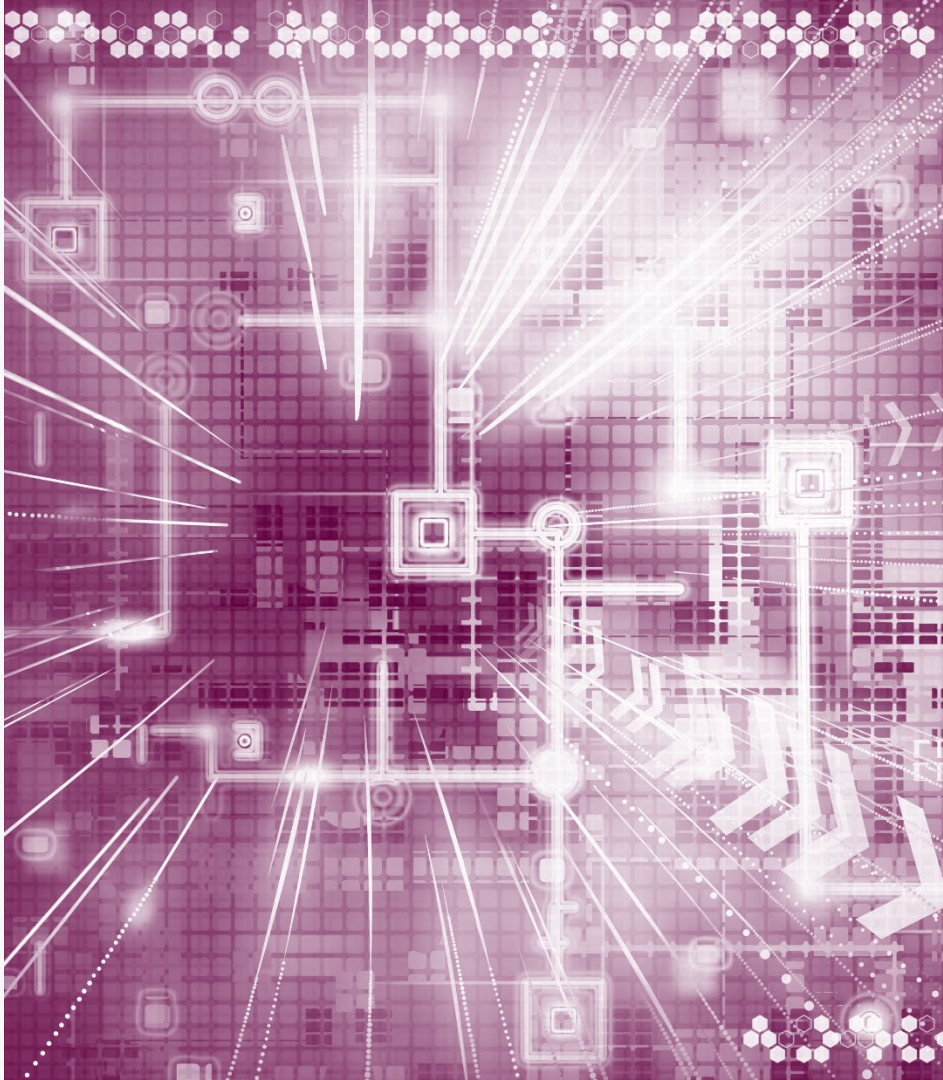
Depending on the customer's infrastructure and requirements,
RFC integration is the optimal solution for a stable and high overall performance.

INTEGRATION VIA RFC

DIRECT CONNECTION
to SAP without middleware

FUNCTIONAL DEVELOPMENT IN SAP
Voice-logic on mobile client

HIGH FLEXIBILITY - AS ONLINE AS NEEDED
Online and offline operation possible



SAP INTEGRATION OPTIONS OVERVIEW

Requirements/ Features	LYDIA Voice Browser	Internal RFC Gateway	External RFC Gateway
Official SAP Certification	Yes (SAP S/4 Hana and NetWeaver)	No	No
SAP Versions	For all SAP modules including ITS (Internet Transaction Server) (SAP S/4 Hana and NetWeaver 4.7+)	For all SAP modules including Internal Communication Framework (ICF) (SAP S/4 Hana and NetWeaver 4.7+)	For all SAP versions
Wifi	100% stable WiFi coverage required	Online and offline operation possible	Online and offline operation possible
Communication with SAP	▪ Direct communication via ITS ▪ Each voice device communicates directly	▪ Direct communication via RFC calls ▪ Each voice device communicates directly	▪ Direct communication via RFC calls ▪ Voice devices connect to gateway, which communicates with SAP
Voice Logic	▪ All developments in SAP based on SAP standards ▪ Thin client application	▪ Developments on LYDIA Voice side ▪ Fat client application	▪ Developments on LYDIA Voice side ▪ Fat client application
Change Requests	Can be carried out by customer‘s own SAP team	LYDIA Voice Team	LYDIA Voice Team
Multimodal Options	Yes	Yes	Yes

REFERENCES

Lydia™ VOICE

CONA SERVICES LLC
A COCA-COLA SYSTEM IT SERVICES COMPANY

Success Story

- Replacement of Datria Voice (beat Vocollect in shoot out)
- Native Integration with SAP EWM (CONA manages)
- CONA can independently create customized new workflow configurations

DOWNLOAD CASE STUDY

3,000+
LYDIA Voice Users

>200
Distribution Centers

+6-7%
Productivity Increase across all sites

SIMBA · DICKIE · GROUP

Success Stories

- Replacement of Vocollect Voice exceeded all expectations
- Native interface to SAP LES
- Simba Dickie can independently create customized new workflow configurations

WATCH VIDEO

30+
Voice Users

2
Distribution Centers

+11%
Increase in worker performance

uvex group

uvex ALPINA FILTRAL FASHION EYEWEAR

Success Stories

- 20 years of experience with LYDIA Voice
- Native interface to SAP
- UVEX can independently create customized new workflow configurations

DOWNLOAD CASE STUDY

30+
Voice Users

3
Distribution Centers

+30%
Increase in worker performance