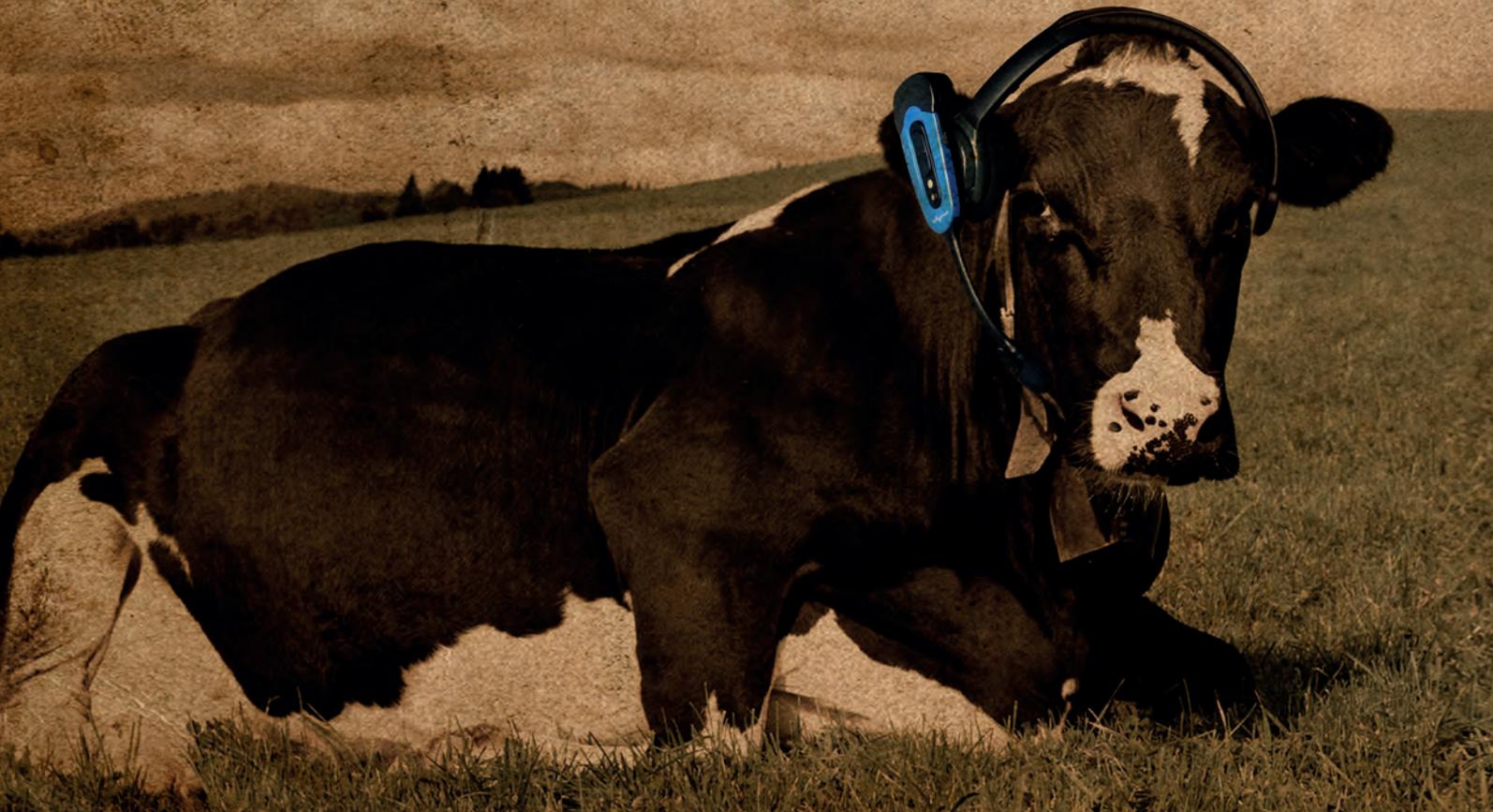


PUT YOUR OLD VOICE SOLUTION
OUT TO PASTURE



DARE TO COMPARE

Lydia Voice™ vs. Vocollect Voice™

AN EHRHARDT + PARTNER WHITE PAPER



EHRHARDT+PARTNER

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Executive Summary

If today were 2009, you would only have the Vocollect Voice solution as a viable voice option. But, it is not 2009 and the voice market has changed considerably, and customers are the real winners as voice technology offerings have made tremendous strides.

Researching voice solution providers has become a more difficult task these past few years as there has never been such a strong field of available distribution center and warehouse voice options. Two voice solutions for the warehouse and distribution market have emerged from the pack. The older industry offering in Vocollect Voice, and the rapidly growing Lydia Voice, which is replacing Vocollect Voice at some long-term customers.

Many in the supply chain are asking about the investment Honeywell has made in Vocollect Voice over the past 48 months for the warehouse and distribution center industry. Are all the new investments going to Movilizer and Intelligrated (their most recent acquisitions) or to the maintenance and inspection space, which probably has pulled away some of the most talented Vocollect Voice knowledge and experience from making warehouse and distribution center customer enhancements.

The Vocollect team has undergone dramatic changes since its acquisition by Intermecc, which was then followed up with its acquisition by Honeywell. Just look at one stark sign of the reality confronting the old Vocollect team: The previous voice-focused team that was Pittsburgh-based, once numbered about 400, is now a shadow of itself with a much reduced team. They no longer are the

sole tenants in the “blue building on the hill” in Penn Hills (a Pittsburgh, PA suburb). Is this proof that Honeywell has dramatically reduced their voice-focused investment and do not expect to increase that commitment for the foreseeable future? Roger Byford must be saddened by the state of the Vocollect business he sold to Intermecc. Interestingly, Lydia Voice may now have more globally dedicated and focused team members working solely on improving and supporting voice products for warehouse and distribution center customers than Vocollect, as much of the previous Vocollect team is now part of Honeywell’s “Workflow Solutions” and inclusive of two other acquisitions: Movilizer and Intelligrated.

While the Vocollect team has been going through such a period of change, it has afforded solutions such as Ehrhardt + Partners’ Lydia Voice to charge into a technology leadership position. After all, four years of development focus and investment commitments can rapidly change the scales of advantage. This is especially true when the leader has taken their eye off the ball and changed their investment focus.

Executive Summary

At a recent trade show, we asked visitors comparing Lydia Voice to Vocollect Voice to go ask the Honeywell booth staff to take the following 7-minute challenge, which contained simple items that any voice solution provider should easily have a response to:

1. **Challenge a Vocollect Voice sales person to SHOW YOU LIVE how easy it is to onboard a new worker.**
2. **Challenge a Vocollect Voice sales person to SHOW YOU LIVE how easy it is for YOU to use their product without voice template training.**
3. **Challenge a Vocollect Voice sales person to SHOW YOU LIVE how easy it is to use their product without a headset.**

We had no problem showing how easy these items were to do with Lydia Voice within a few minutes. In fact, we often would have the visitor put on our Lydia Voice Voicewear vest and follow a simple demo, all without any training, highlighting how easy it is to train and onboard and how well it works in noisy environments. Try this challenge yourself the next time a Vocollect representative comes to your office. You might be surprised by how they respond.

This white paper helps provide some detailed areas your team should be aware of when comparing Vocollect Voice and Lydia Voice.

Sincerely,

Scott Deutsch,

President of Ehrhardt + Partner Group, North America
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DARE TO COMPARE



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Comparison 1

Vocollect Voice vs. Lydia Voice

One of the biggest changes in the past few years has been around the performance of voice recognition in noisy warehouse environments. Previously, this was the main competitive differentiator for some of the older, more mature voice solutions – but those days are long gone. Do not fall victim to the old argument that someone’s voice recognition is far superior. Virtually every “credible” voice-directed solution (including Lydia Voice) has optimized their speech recognition engines over the years to react to expected and unexpected environmental noises for smarter sound interpretation. Customers who have compared Vocollect and Lydia Voice side-by-side can show you the proof. This includes one of Vocollect’s largest grocery customers (600,000+ picks per day and over 800 devices) that has been transitioning with success from Vocollect Voice to Lydia Voice.

The Lydia Voice speech recognition capabilities are proven by hundreds of thousands of users around the world. Its voice-directed feature set can match any available voice product, including Vocollect Voice, and its speech engine leads the market in its ability to adapt and get smarter over time. Lydia Voice also excels at recognizing various dialects, which is a challenge for other voice solutions and one of the key reasons they require continued voice template training. Vocollect Voice customers understand this continuous voice template retraining requirement.

Another factor to consider is the sound of the solution’s voice. It’s hard to point to any voice recognition product available on the market today that still uses a digital sounding voice, but if the technology sounds like it’s from the 1980’s, it’s because it probably is. Lydia Voice sounds like a human voice rather than a digitized voice that sounds like it’s from a 1980’s horror movie. Lydia Voice can also adjust in tempo and excels at high speeds, which offers workers a higher throughput.

Lydia Voice enables customers to become self-sufficient. For too long, voice solutions have been treated as voodoo magic. This is because their solutions are too complex. In the past, customers did not have a choice or the awareness of other options because WMS providers would only work with a single voice provider. Several technology changes have occurred in the past ten years and it is now time for those WMS solutions to give their customers a choice in voice solutions. Lydia Voice is different because it gives users the ability to take charge and control their future with a modern voice solution.

Finding:

Advantage Lydia Voice. The Vocollect Voice advantage from pre-2012 is long gone. For existing Vocollect Voice customers, it’s time for your business to compare Lydia Voice at one of your sites. Dare to Compare.

Comparison 2

Comparing Voice Software “Stack”

Over the past 10 years, the Vocollect Marketing team has done a wonderful job at making the market and their reselling partners believe that Vocollect has an unparalleled technical advantage. But when compared area by area, and line by line, companies will in fact find that Lydia Voice has the real technical advantage. Vocollect customers using Infor, JDA or Manhattan WMS are familiar with the cost and consulting services effort to make any integration change. Life should not be so complex.

The chart below shows comparative areas of a voice solution. As you can see, Lydia Voice and Vocollect Voice are largely identical in their offerings. The area that Lydia Voice excels is in its WMS Telegram connector which provides a much easier interfacing approach than Vocollect’s VoiceDirect solution. For companies wanting to see a real difference, this is a great area to focus evaluation and comparison. It’s also why voice has always been treated as voodoo since it takes experience to use the Vocollect integration tools.

Key Functionality	Lydia Voice Software	Vocollect Voice Software
User training and supervisor assistance	Lydia CoPilot	Vocollect RapidStart
ERP/WMS Connectors	Lydia PickManager, Lydia Real-time SAP Connector, Lydia Telegram Client, Lydia Server	VoiceDirect, VoiceLink, VoiceInterfaceObjects, VoiceExpress, VoiceDirect for ERP
Voice Software	Lydia Voice and Lydia Communicator (Walkie-Talkie)	Vocollect VoiceCatalyst, Voice Applications
Enhanced Analytics	Lydia Analytics module	Vocollect Operational Acuity
Device and Voice Management	Lydia Device and Voice User Management	Vocollect VoiceConsole
Development Platform	Lydia Voice DialogDesigner	Vocollect VoiceArtisan
<small>All product and company names are trademarks™ or registered® trademarks of their respective holders. Use of them does not imply any affiliation with or endorsement by them.</small>		<small>The following information is from available public information sources and is subject to change.</small>

Finding:

Lydia Voice by a nose. Both offerings provide market leading voice technology, but Lydia Voice offers a more elegant and streamlined approach to integration and only Lydia Voice offers VoiceWear,

which eliminates the need for the headset. Vocollect Voice customers, it’s time for your business to compare Lydia Voice at one of your sites.

Comparison 3

Lydia Voice DialogueDesigner vs. Vocollect VoiceArtisan

When comparing Lydia Voice and Vocollect Voice, it is important that you compare the crown jewel of Vocollect's effort to revitalize and modernize their architecture, Vocollect VoiceArtisan™ vs. Lydia Voice DialogueDesigner.

VoiceArtisan was Vocollect's effort to provide an open architecture solution after almost twenty years of using the proprietary TaskBuilder platform. It is a nice visual solution for building voice workflows.

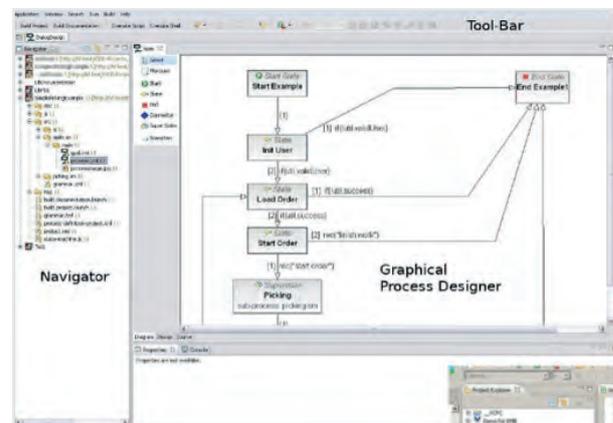
When reviewing the functionality highlights from the published Vocollect VoiceArtisan brochure, they call out the following:

1. Fully functional portfolio of best-practice-based workflows and tasks, such as: Selection, Inventory, Put-Away, Replenishment, Receiving, Loading, Cross-Dock, and Transfers.
2. Source-code library of reusable objects and dialogs.
3. Fully integrated testing, debugging, and source-code control environment.
4. Agile development framework to support customer-configuration management.
5. Multi-protocol interfacing to WMS / ERP and voice hardware: Devices, Data Sources, Communications (TCP/IP, Web Services, HTTP).
6. Open Standards Development Environment – Eclipse/Python.
7. Graphical scripting and text-scripting options.

However, Lydia Voice has a similar and easier to use open architecture solution. On the list above, each and every one of the highlighted items is available in Lydia Voice DialogueDesigner in a more streamlined manner than available with VoiceArtisan. Both offer a graphical editor for designing voice dialogues.

Both offer a graphical editor for designing voice dialogues. Lydia Voice also provides a Microsoft .NET Assembly Library for businesses that prefer this development environment vs. Java. At Ehrhardt + Partner, it is important that customers have the freedom to support their own IT infrastructure strategy.

Lydia Voice Dialogue Designer



Comparison 3 (Continued)

Lydia Voice DialogueDesigner vs. Vocollect VoiceArtisan

The Lydia Voice DialogueDesigner offers a full-featured JavaScript development environment with:

- A stand-alone tool using Eclipse for the graphical design of the dialogue system
- Syntax and error handling, syntax-check and auto-completion
- An interactive JavaScript shell as a test environment
- A JavaScript-Library LibPDL (Process Definition Language) for the development of dialogue systems with Lydia Voice
- Arithmetic computations for differences between picked and target amounts
- Avoids using of copy & paste or programming of redundant code
- A version management client
- A remote JavaScript debugger
- Automatic generation of the grammar of the dialogue

Finding:

Lydia Voice by a nose. Both offerings provide modern and open development environments. Lydia Voice pulls ahead by also offering a full toolkit for Microsoft .NET development.

Comparison 4

Licensing Freedom

For decades, software buyers have been engaged in an “arranged marriage” type of relationship with software vendors: much tradition and little choice. Typically, these deals had two key variables: the number of seat licenses (volume) a company purchased and the amount that the software publisher was willing to discount the purchase price, which was linked back to the volume. Both sides haggled over those figures during the courtship, but the outcome between the partners was usually predetermined.

The rules of the game were far from perfect, but at least – more or less – everyone knew the rules. As one of the mainstays in businesses' software-purchasing decisions, CIOs have long recognized the dearth of options and been asking for more choice and more flexibility from their vendors.

Well, CIOs, you finally have gotten what you asked for: new software delivery models:

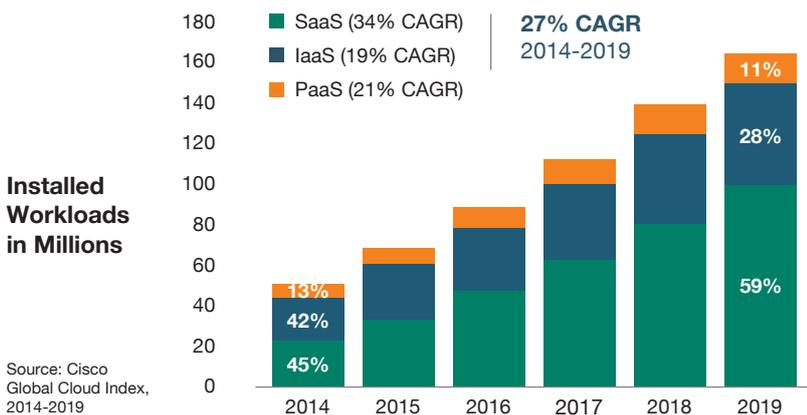
-  Perpetual license option
-  Subscription pricing
-  SaaS pricing
-  Hosted/managed services pricing

Choice is a good thing and Ehrhardt + Partner offers Lydia Voice with freedom to choose.

These choices, especially the SaaS option, are important since this licensing option is rapidly growing. A recent estimate, made by the Cisco Cloud Index, gauges how cloud services are being consumed by users. By 2019, the report found that 56 percent of cloud workloads will be SaaS, up from 45 percent in 2014.

So, why the interest in SaaS? According to Gartner, it's to do with the efficiency of the service model and companies being burned by failed on premise projects. "The main reason is the way we have been doing it isn't working that well," Gartner said. "Budgets are being decreased and the business units are already going out and buying SaaS without talking to the IT departments about it. They're finding that they get more choice, they get it faster, they get it with less hassle – it's instant gratification if you will."

Given the choice between waiting years for major upgrades to be delivered, alongside the associated disruption and the complications of not breaking legacy dependencies, versus using a SaaS product that's constantly updated with no interruption to the service, companies will often choose SaaS.



Finding:

Customers win big time with Lydia Voice's freedom of supporting the customer's specific strategic direction. Dare to Compare.

Comparison 5

The E+P Cloud

A cloud is only as great as the network it sits on. To take full advantage of the cloud(s) a company uses, or eventually wants to use, it needs the right secure network architecture. The whole goal of a cloud is to abstract the infrastructure from what you are doing. The whole point of uploading your data with a cloud provider is so that you don't have to worry about the hypervisors, networking or storage. The E+P Cloud offers almost instant automation that ensures that no developer has to touch the infrastructure. The need for automation comes in either scale or agility. The E+P Cloud excels at both. E+P offers a world-class secure technology solution able to support and scale to meet businesses' needs today and in the future.

Why E+P Cloud?

Enterprise grade technology available in IaaS | DRaaS | BRaaS | CMaaS

Leading Cloud Technology

Using the latest in cutting-edge technology and security to deliver high performance as a Service (aaS) solutions the way your organization demands. Our years of experience will make sure you have a cloud solution that is customized to your goals.

Performance

We use Flash vs. SSD to achieve high performance and low latency.



Spinning disk latency: 5 milliseconds



SSD: 1.3 milliseconds



Our Flash: 0.3 milliseconds, provides 2x the density of standard servers

Services

E+P Cloud is built on OpenStack and has 99.999% uptime. Our Cloud is Vertical Scaling with seamless integration with on-premise environments. Customizable to any architectural requirements with support for unique platforms. Colocation, Connectivity, and Cloud under one roof with no nasty maintenance costs. E+P also supports VMware.

Security

- Encrypted Storage
- HIPAA certified

Here's a few details about the E+P Cloud

- Fully redundant architecture
- HSRP fail-over protection
- Intelligent Routing Technology
- 99.999% Service Level Agreement
 - 2017: 100% uptime (as of document creation)
 - 2016: 100% uptime
- Dual NOC's monitor all equipment from inside and outside network
- Dual Fiber Paths via separate entrances
- Multiple Fiber connections to America's Top 8 tier-1 backbone providers
- Private Fiber connections to all three Data Center / POP Locations

Finding:

The Ehrhardt + Partner Cloud is world-class. Dare to Compare.

Comparison 6

Tie License to Specific Device of Record

Did you know that Vocollect licenses their software to a specific device? This means that if a company added a new device and wanted to add Vocollect Voice to it and switch it from another device, it could be charged a license change fee? Yes, Vocollect could charge a fee to “transfer” a voice license from one device to another, eliminating flexibility for a business.

Users also must have a license attached to a specific Vocollect Talkman device. This prevents a business from having a proper amount of “spare” voice-dedicated devices and forces the business to effectively commit to a higher level of hardware customer support and faster turn-around time than should be required to protect the business.

This is a subject that rarely if ever comes up in conversations during the sales process, since it is a practice that is so unique to Vocollect’s pricing strategy. It’s worth asking what the rationale is.

Lydia Voice does not license in this restrictive, one-sided manner. Companies can purchase as many Voxter units as they desire for spares, without the restrictive licensing.

Finding:

Not even close. Winner is Lydia Voice. Lydia Voice offers more licensing flexibility than Vocollect Voice and we do not require you to specifically tie a voice license to a specific device, nor do we charge you if you want to move the voice license from one device to another.

Comparison 7

Inventory and Repair Center

Ehrhardt + Partner expanded its local stocking inventory and dramatically enhanced its repair center capabilities in late 2016. Rapid business growth, and enhanced customer and partner responsiveness on product orders and product repairs under maintenance and warranty were the core business drivers. The more than 100,000 sq. ft. distribution and repair center is located in Chicago, about 15 minutes from O'Hare International Airport.

The announced move of Vocollect product line production to Mexico in 2016 and closing of the Pittsburgh-based manufacturing site has created challenges for Vocollect Voice customers and partners alike. It's worth companies checking with their Vocollect sales person on the latest, to see if things have improved.

Place an order for Lydia Voice offerings and we'll have the order on your doorstep within days.

Finding:

**Local stock and a local repair center is best.
Lydia Voice wins.**

Comparison 8

Lydia Voice Voxter vs. Vocollect Talkman

Did you know that Lydia Voice and Vocollect Voice are the only two voice products serving the warehouse market that offer an industrial-grade, voice-dedicated device? Both offerings are proven at thousands of users globally.

While the Ehrhardt + Partner (E+P) Voxter Elite device continues to receive rave reviews with high levels of performance, the new Vocollect Talkman A700 family vs. previous generations of terminals (A500 and T5) are showing maintenance issues, as reported by an independent Vocollect Repair Center provider. Their website attributes this mainly to a possible change in component suppliers and a change in the actual design. The main CPU board was on a single main board in the A500 and T5, whereas the A700 consists of multiple

boards sandwiched together with several internal cables that when dropped or during normal use periods are showing higher service incident rates.

The future of the A700 series is also a question that logically should be discussed. The A700 solution, which was introduced to the market in May 2013, is now more than four years old. Its predecessor, the A500 was introduced in February 2011, so, every 48 months or so, a new lead voice device is introduced.

When you compare the Lydia Voice Voxter Elite and Vocollect Talkman A700 Solution side by side, it gets very interesting.



Lydia Voice Voxter Elite

- ~\$1,500 for new device
- Proven life-span: Greater than 7 years
- Global Users: Hundreds of thousands
- Rain / Dust Sealing: IP67
- Operating Temperature Support: -22° to 113°
- Standard Battery: 5.200 mAh (14 hours)
- Encoding: WPA2
- Battery Change: Integrated battery backup
- Buttons: 1. On / Off. Operations driven by voice

Vocollect Talkman

- ~\$2,500 for new device
- Proven life-span: Greater than 7 years
- Global Users: Hundreds of thousands
- Rain / Dust Sealing: IP67
- Operating Temperature Support: -40° to 158°
- Standard Battery: 4,000 mAh (8 hours)
- Encoding: WPA2
- Battery Change: Must shut-down device
- Buttons: 4. Operations driven by button's

Comparison 8 (Continued)

Lydia Voice Voxter vs. Vocollect Talkman

The top features are almost equal. But, the Vocollect Talkman has a higher list price. In fact, the Vocollect Talkman shows a higher cost at an estimated street price of \$2,500 compared to the estimated street price of the Lydia Voice Voxter Elite for \$1,500 per unit. And when companies do their homework, they can save money on the Vocollect Talkman by visiting eBay. We have included a recent search, but recommend trying a search for Vocollect Talkman on eBay to determine the most up-to-date market prices.

Finding:

Both the Voxter Elite and Vocollect Talkman are excellent products. One of them costs more than the other, with little to no performance difference. Lydia Voice is in the lead, due to cost savings of more than 40%.

For Sale: Vocollect Talkman on Ebay.com



Vocollect A710 Voice Terminal - TT-910

\$1,300.00

Buy It Now
or Best Offer
Free Shipping

It's your best fit for voice-only workflows in environments where your operators are using Vocollect Bluetooth-enabled headsets and peripherals. The unit should come out of the box ready for use. We a...



Vocollect A720 Voice Terminal - TT-920

\$1,600.00

Buy It Now
or Best Offer
Free Shipping

A voice device with 2 TCO connectors, identical to those used on older Talkman devices. The unit should come out of the box ready for use. We are not responsible for software related issues. Ground wi...



Vocollect A730 Voice Terminal - TT-930

\$2,000.00

Buy It Now
or Best Offer
Free Shipping

Vocollect A730 device contains an integrated short-range scanner, which enables workers to use both voice direction and scanning to fully optimize a process in an ergonomic, wearable form factor that ...

Information as of March 4, 2017

Comparison 9

Lydia Voice Replaces Vocollect Voice. Not Vice Versa.

We are unaware of any examples of a single Lydia Voice customer making the decision to either add Vocollect as their second voice solution provider or commit to replace Lydia Voice with Vocollect Voice due to high costs or poor voice recognition issues.

However, there are Vocollect Voice customers who have made the decision to either add Lydia Voice as their second voice solution provider or commit to replace Vocollect Voice with Lydia Voice due to high costs or poor voice recognition issues. As one example out of many, a loyal Vocollect Voice user since 2003 grew its usage of Vocollect Talkman devices from an initial 60 units to almost 700 by the end of 2012. They upgraded their Vocollect Talkman through the various product generations, from the T2x to the T5, and then to the A500.

To protect their future, the company made the management decision in 2013 to move to a two-supplier strategy and initiated a project test with Lydia Voice using 70 Lydia Voice Vaxter units. Recently, this customer also began testing the Lydia Voicewear product, which totally eliminated the need for headsets.

The results?

- Initial cost savings of 20%
- No more voice template training and no more language profile setup
- Temporary daily and seasonal workers also use pick-by-voice from the start
- Implemented two-supplier strategy

Today, half of their units, now numbering almost 800 are evenly split between Vocollect Voice and Lydia Voice. The future? Vaxter units are to be increased as the Vocollect Talkman units come to end of life or need replacement for maintenance issues. And new sites are using Lydia Voice. Today, they do more than 600,000 daily picks.

Finding:

Dare to Compare. If you are a Vocollect Voice user, shouldn't you challenge the status quo and execute a two-supplier strategy as well? It's a good business decision that will protect your business from a single very strong voice solution provider.

Comparison 10

What Happened To My Vocollect Team?

What happened to the 400 people dedicated to Vocollect Voice in Pittsburgh, PA, where the Vocollect team is centered? It's a shame that the Honeywell Vocollect team is no longer the sole tenant at their blue building at the top of the hill. Sad.

While Honeywell may be a large global corporation, what happened to the Vocollect team that once had over 400 people dedicated to growing Vocollect Voice with a focus on the distribution center and warehouse market? Clearly, something has changed with such a dramatic shift in Pittsburgh-based personnel. From the outside, it's likely that the Vocollect team has been through a lot, having lived through two acquisitions in a short period of time. First, the acquisition from Intermed, followed by the Honeywell acquisition and integration.

While the Vocollect team may not be "bought again", they certainly are living through additional acquisitions that are probably impacting their careers, such as the Movilizer acquisition.

You can read comments from ex-Vocollect employees at the following link: <https://www.glassdoor.com/Reviews/Vocollect-Reviews-E12832.htm>

Finding:

The Lydia Voice team is growing and we're hiring in the United States!

Comparison 11

Hands-Free, Eyes-Free and Headset-Free

If you ask any manager who implemented a voice-directed solution over the years, what is the one thing they wish they could change, the response would almost be unanimous: Their workers do not always enjoy wearing the headset. This is also true for those that have tried the latest and greatest wireless headsets.

Despite high performance results (greater productivity and greatly reduced errors) with the voice-directed technology, managers are still left in a quandary in how to resolve the ongoing complaints from their workers having to wear a headset.

Lydia Voicewear by Ehrhardt + Partner gives every manager using voice-directed technology hope that a viable solution is finally within their reach and happier voice workers are on the way.

Here's how Lydia Voicewear works. Each user wears a Voicewear vest. No more headsets (No really). The worker's voice device, which could be either a Lydia Voxter voice-dedicated device, any Lydia Voice-capable device from Zebra, Honeywell or Datalogic, or even an Android 4.4+ device, sits in a secure and protected pouch on the back of the worker's vest. This way, the device does not get in the way of the worker, even if they are operating a forklift. On the front of the vest are multiple microphones, managed by Lydia Voice software with special speech recognition controls optimized to perform in the warehouse environment. The vest also has specially designed speakers that are aimed toward the worker's ears to provide quality voice instructions. So, instead of the worker hearing the commands in the headset, the speakers on the Voicewear vest share the voice commands with the worker. The Voicewear vest successfully mirrors the worker experience with voice-directed instructions, all without the traditional headset.

Now, you may wonder how the solution works in a congested pick zone? Voicewear works excellently in congested work areas due to the focused speaker design

and configuration. We're often asked about Voicewear's ability to operate under low temperatures in the freezer environment. No problem. The Lydia Voicewear also is certified to operate in harsh freezer conditions.

Another highly positive result of using Voicewear is the reduction of operating overhead associated with managing headsets and their supporting infrastructure. Voicewear eliminates the need for headset batteries, charging units and the standard headset health-related components. Voicewear also simplifies companies' overall asset management responsibilities.

No More
Headsets

Ask Vocollect for
their "no headset"
solution option



Finding:

Advantage Lydia Voice. All Vocollect offers is the traditional headset option.

Comparison 12

Voice Template Training

Despite all the technology advancements made over the past ten years, Vocollect Voice still requires workers to run through a 20 to 40-minute voice template training exercise. When compared to other solutions, it casts doubt on how “modern” the overall Vocollect Voice solution really is under the hood.

Lydia Voice does not require voice template training. Within a few minutes of basic familiarization of Lydia Voice and a couple key commands, the worker is contributing. This timely introduction is important for businesses with hourly or seasonal workers. The other major advantage of Lydia Voice over other voice solutions that require voice template training is that there is no need to continuously retrain voice templates due to poor voice recognition issues.

Just ask any Vocollect Voice customer about how often they require voice template retraining. This waste of time should be a factor in overall operating costs. It's such a big issue to Vocollect Voice users that in the Vocollect Operational Acuity product, they created a report to show management which entries are causing the worker to repeat. Read the Honeywell Operational Acuity Brochure to see the report.

Now, if you are one of those that believe that your voice solution will only work properly by training your voice database, then Lydia Voice can provide you that capability as well. Lydia Voice is unique in its ability to support both the independent voice solution (the recommended and preferred approach) as well as the older industry norm of voice dependence, which requires voice training templates.

It's also important to point out that not only does Lydia Voice allow you to bypass voice template training, but also that its voice recognition actually gets stronger over time as the database of various Lydia Voice workers' speech contributions expands every day. Yes, Lydia Voice is constantly listening and learning, so there is rarely retraining a voice template with Lydia Voice.

We have also heard from shift supervisors that because they are able to get workers operating so quickly, they have been able to optimize their engagement more rapidly with the Lydia Voice Co-pilot trainer module. The Co-pilot solution enables the supervisor to smartly support the worker by listening to their Lydia Voice dialogue engagement, and then offer advice and recommendations to make the worker more effective and help them gain confidence to deliver greater performance results faster.

Finding:

Advantage Lydia Voice. No contest.

Comparison 13

SAP WM and EWM Integration

This is an interesting area because, for years, Vocollect Voice has promoted its SAP direct real-time interfaces with seemingly little success, while Lydia Voice has excelled with SAP-centric WM/EWM integration opportunities.

The SAP market has spoken volumes with their lack of enthusiasm for overcomplicated direct interfaces to SAP that force the SAP integrator away from their strong SAP knowledgebase. The SAP customer has wanted a direct SAP interface to support five simple SAP-centric requirements:

1. Direct SAP integration. It can be executed by an internal SAP support team or partner without requiring complex voice certification or major training.
2. 100% online connection. One of the struggles most voice suppliers have is keeping their voice workers connected to SAP so the work tasks are provided in a timely manner to their workers.
3. Poor latency and overall responsiveness for voice workers. In high-volume environments, the poor responsiveness becomes even more important since performance delays negatively impact the worker's ability to actually perform their work at acceptable levels of productivity.
4. Application logic located in SAP. Period. Every SAP customer wants to leverage the existing application logic in SAP, whereas most voice providers want to control the logic and insert themselves into how the application logic is configured. This item is one of the areas that has frustrated the SAP user community when they look under the hood and see how the voice application is designed and developed.
5. Voice solution based upon SAP voice properties. This again is a shortfall for most voice suppliers because they are simply trying to pass information to SAP, as opposed to optimally leveraging voice enhancements available within SAP. If a voice supplier is not using the existing SAP properties, it's a clear sign that they are not truly SAP-centric or really SAP friendly.

Lydia Voice has the best real-time integration with SAP WM and EWM. We have looked at solutions for the SAP customer as fitting into the metaphor of Good, Better or Best.



Most of the existing voice-directed SAP direct interfaces are “good”. Unfortunately, SAP customers expect the “best”. With Lydia Voice, you get the best in the key areas you need and desire.

- **Best:** Direct SAP integration
- **Best:** 100% online connection
- **Best:** Application logic located in SAP
- **Best:** Based on SAP voice properties
- **Best:** All development in SAP
- **Best:** Lydia Server for higher performance and scalability

The streamlined and optimized real-time interface with Lydia Voice fully leverage ITS and provides the high performance that workers need to ensure superior productivity when using voice-directed technology.



Finding:

Advantage Lydia Voice. Real-time SAP WM and EWM integration executed the way an SAP customer would expect and desire.

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Voice Project Proposals

In a voice proposal from Vocollect, ask them to show you cost breakdown by software, hardware and services. Without this breakout, how can you really understand the real project costs and project component costs? Are they trying to hide the real cost of their voice-centric Talkman devices, which have a price tag sometimes greater than \$1,000 per unit versus other handheld devices? If purchasing departments saw how the costs are allocated, they would not be happy.

Finding:

Advantage Lydia Voice. But it's something you should see for yourself when comparing voice solutions.

The following chart is what companies should demand of possible voice providers.

	Lydia Voice	Vocollect Voice
Software Licenses		
Hardware and Equipment		
Implementation with Go-live Support		
Customer Support and Maintenance		

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Android Device Support

Lydia Voice is available on Android devices, as well as a wide variety of devices from Zebra, Honeywell and Datalogic. Lydia Voice supports Android 4.4+ devices, which changes the game for many. The one downside that companies may hear is that consumer-grade devices break often. However, when doing the math over the lifetime of a device, it's a comparison between spending \$2,500 vs. < \$150 per new unit – that difference pays for a lot of replacements over the life of the device. Another savings on the path of Android devices is that there is no longer a hardware support maintenance agreement to pay for. For \$150, when the device breaks, you throw it away. Yes, it's a new world we live in.

Many businesses are evaluating the use of consumer-grade devices vs. traditional industrial-grade devices. The ability to break out software, hardware and implementation services further amplifies the need to understand line item costs for a voice project. This is also another reason why it is important not to have to pay a “license transfer” fee if moving from an industrial-grade device to another device, be that an Android device or not.

Finding:

If Android-based consumer devices are part of your IT strategy, the advantage goes to Lydia Voice.



About Ehrhardt + Partner Solutions

Ehrhardt + Partner is the leading global provider of supply chain execution software solutions for smarter logistics management. With deep industry expertise and comprehensive logistics solutions, E+P can optimize any warehouse – from manual to fully automated. E+P’s highly configurable and scalable logistics solution, LFS, delivers Tier I functionality and runs on all technology platforms, providing business flexibility and independence. The Company’s Lydia Voice solution also helps further improve overall productivity and increase order fulfillment accuracy without requiring users to go through voice training like older voice solutions. E+P is the only company to develop and implement its own best-of-breed warehouse management, warehouse control and automation, transportation management, and voice solutions.

For more information on Ehrhardt + Partner Solutions, visit www.EPGroupNA.com.



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