



MONDELEZ INTERNATIONAL UPGRADES OLD VOICE SOLUTION WITH LYDIA VOICE FOR MORE ACCURATE PICKING & REDUCED CHARGEBACKS

Voice-directed workflow system Lydia Voice from EPG offers native interface to SAP's EWM WMS and solution for Android OS devices.

As one of the largest snack companies in the world, Mondelez International has operations in more than 80 countries. Enjoyed by people in more than 150 nations, its products include biscuits (cookies, crackers and salted snacks), chocolate, gum and candy, as well as various cheese, grocery, and powdered beverage items.

To keep its North American retail customers' shelves stocked with their tasty snacks, Mondelez operates more than 50 distribution centers (DCs), all of which are currently transitioning to SAP's Extended Warehouse Management (EWM) system for inventory and order management. At all of Mondelez' facilities, building pallets to fill customer orders for store replenishment is a two-step process.

First, associates working in storage aisles retrieve the required case quantities of ordered stock keeping units (SKUs) in batches. Cases are then placed on a transfer conveyor which carries the picks to a second area

within the facility, where the batch picked cases are sorted to discrete pallets, each destined for a different retail location.

Previously, Mondelez used a voice-directed picking system to guide both the batch picking and order consolidation processes. However, the old voice system was not capable of supporting the transition to SAP EWM without significant software development and custom programming. Associates also found it frustrating to use at times.

"The voice system we were using did not accurately or consistently recognize employees' verbal responses. Our associates often felt as if the system was slowing them down, not helping them to be more efficient," said the operations manager. "Combined with the fact that it couldn't be integrated into SAP EWM without us committing major time, effort, and expense, we decided to investigate other voice options."



CHALLENGE

- Previous voice solution outdated and unable to support transition to SAP EWM without significant time and expense
- Voice recognition issues led to frustrated associates
- Need to transition 50 different sites



SOLUTION

- Provides deep neural network voice recognition technology understands multiple languages and dialects
- Provides direct, native integration with SAP EWM
- Interfaces with tablet to provide visual cues for pick allocation to pallets environments



RESULTS

- Successful implementation across all 50 locations
- 10% increase in worker performance
- Elimination of voice-template training
- Higher accuracy has reduced retail chargebacks

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Operations Manager at Mondelēz International

ABOUT THE SOLUTION

After evaluating different voice-directed picking systems, Mondelez leadership selected Lydia Voice from EPG, a leading global provider of supply chain execution and voice software solutions.

Mondelez was impressed with Lydia Voice’s deep neural network voice recognition technology. This modernizes phonetic and word-based word recognition models to deliver almost-perfect recognition rates across more than 50 different languages. For an organization with more than 80,000 employees working at 50 different sites, the technology is ideal because it accommodates multiple languages and dialects.

The same deep neural network technology also eliminates time-consuming voice-template training, streamlining the support and onboarding of new, temporary and day-labor voice-enabled employees.

Additionally, the Lydia Voice platform uses an SAP-certified enterprise connector that allows native integration with EWM — no middleware or complex programming required. This ensures faster and more efficient data capture, a smoother workflow process, and a significant increase in worker productivity with vastly less integration time.

In Mondelez’ DCs, associates are equipped with a Lydia Voice headset that connects to an Android device. They receive their work instructions via Lydia Voice, then confirm the completion of each task by verbally responding to the system. At the order consolidation end of the process, associates are also directed by Lydia Voice, as well as by an integrated tablet that provides visual cues for correct allocation of products to outbound pallets by order.

“Lydia Voice addressed both of the key needs we had for our distribution operations,” the operations manager continued. “Its voice recognition technology works flawlessly, and the integration with SAP EWM couldn’t have been easier. In fact, after on-site support from EPG for the first two installations, our internal IT team was able to deploy the systems at our other 48 facilities with minimal assistance from the EPG team. Also, because we are able to run the Lydia Voice application on the tablets, the visual enhancement helps minimize confusion and errors as operators place products onto pallets.”

THE RESULTS

With the implementation of Lydia Voice across all 50 Mondelez DCs now complete, the company has documented a 10% increase in worker performance at both ends of the picking process versus the previous voice solution. The integration of the tablets as a means to supplement the Lydia Voice solution during order consolidation and pallet building has also improved accuracy.

“Lydia Voice has reduced errors in allocating picks to pallets,” concluded the operations manager. “Because our major retail customers penalize mistakes with chargebacks, even minor improvements in accuracy can add up to significant savings for our operations annually.”

ABOUT MONDELEZ INTERNATIONAL

- Manufactures and distributes snacks across 150 countries worldwide
- Owns iconic brands including Oreo, belVita, Cadbury Dairy Milk, Milka, Toblerone, Sour Patch Kids and Trident gum
- Annual net revenues in excess of \$27 billion
- 50 distribution centers in North America provide retail order fulfillment 30,000 users per day



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