



# Creating a Smarter Connected Logistics World with Lydia Voice



EHRHARDT+PARTNER

# Kick Your Warehouse into Overdrive

In these challenging times, driving profitable growth and streamlining existing processes to further reduce costs and make an efficient business run even better is a constant balancing act. Ehrhardt + Partner can help you identify additional ways to reduce your operating costs, while supporting increased workforce productivity and greater worker accuracy.

Today's approaches to distribution center (DC) and warehouse material-handling management are evolving, driven by an omni-channel world where service level expectations are changing rapidly. From early paper-based systems to handheld computers and then to voice-enabled mobile computing environments, Voice technology has become a catalyst in the reengineering of warehouse processes and systems to deliver the next generation of business results.

By uniquely offering a 'Hands-Free, Eyes-Free, Headset-Free™' solution, Lydia Voice takes voice technology to the next level. Our next generation voice solutions challenge older traditional voice solutions who still depend solely on headsets. While Lydia Voice supports wired and wireless headsets, our VoiceWear solution offers you a more holistic solution.

Lydia Voice also enables customers to break free from the requirement of voice template training. With Lydia Voice you have the option for voice template training, but our smarter technology eliminates "the requirement". Lydia Voice also excels at streamlining the integration and interfacing with your ERP or WMS system.

**We provide more options than any voice supplier and our real-time interface technology can have you operational in days, not months.**

From a business perspective, Lydia Voice provides your business with the option to use our solutions on Android devices, as well as a vast array of industry handheld computers ranging from Zebra to Honeywell to Datalogic.

Every one of our customer engagements begins by developing a deep understanding of your unique business challenges. We are then able to apply our extensive warehouse and industry expertise to recommend a solution that achieves your business goals and leverages best-practice processes to optimize your return on investment, while ensuring acceptance and adoption from your team.

Lydia Voice provides you the freedom and flexibility to create a smarter connected logistics world.

*"Our voice solution adds to our overall profitability through improved productivity and greater picking accuracy. Overall, we've seen an increase in productivity. We track errors in terms of one per thousand, and since using Lydia Voice our errors have gone down."*

**Vice President of Operations,  
Cooper-Booth Wholesale Company**

## The Benefits of Voice

Lydia Voice offers a range of voice-directed workflows that enable warehouse workers to increase their productivity.

Staying hands, eyes, and headset free, users enjoy maximum freedom of movement while being able to fully focus on essential process steps, leading to a significant increase in quality and processing efficiency. As a result, switching to a voice-controlled system typically pays for itself within as little as a year.



**+20%**  
Productivity



**-55%**  
Error Rate



**100%**  
Employee Satisfaction



**100%**  
Customer Satisfaction

# Optimize Your Warehouse with Lydia Voice

Lydia Voice is the world's most advanced system in speech technology for voice-directed and ergonomic workflow processes.

## No speech training required

Lydia Voice is based on the latest speaker independent voice recognition technology in the industry. Any operator, regardless of gender, dialect or accent, will be recognized immediately without any lengthy template. With Lydia Voice, anyone can be productive in a matter of minutes, saving time and money. This is extremely valuable for daily and seasonal workers.

## Noise / audio filter

Lydia Voice guarantees excellent and reliable voice recognition even with loud or changing background noise levels.

## 50+ languages

Lydia Voice is available in 50+ official languages in either a male or female voice. It is even possible to mix and match languages within applications.

## Intuitive voice control

The software as well as the mobile devices are all controlled by voice commands, such as log-in, volume and speed control, request for status information, pause, etc.

## Lydia CoPilot

The Lydia CoPilot is a market leading solution for initial training of new employees and first level on-site support. Using the CoPilot, super users or managers can connect to any active voice client from a remote location and support the operator.

## Lydia Communicator

Lydia Communicator allows "calls" between your floor supervisors and workers. This newly integrated telephony function is a perfect tool for easy communication that greatly reduces or eliminates unnecessary delays or travel time, resulting in additional savings and worker efficiency.

## Lydia Voice and Scanning

Lydia Voice seamlessly works with ring scanners for businesses that still require/desire a scan confirmation as part of standard operating procedures.

## Voice Hardware Supported, Including Android

Lydia runs on most standard computers, mobile devices, and forklift terminals. Over 50 devices from various manufacturers have already been tested for use with Lydia Voice including Honeywell, Zebra and Datalogic. Lydia Voice also supports Android devices running KitKat (4.4+) or greater.

**The choice is yours.**

## One System – Many Applications

- Receiving
- Put-away
- Picking
- Cross docking
- Replenishment
- Cycle-counting
- Quality control
- Dispatch
- Safety checks
- Production
- Maintenance
- Task interleaving capable



**No More  
Headsets**

## Lydia VoiceWear<sup>®</sup>, Headset-Free

### For maximum freedom of movement

Thanks to integrated speakers and microphone, workers no longer need a headset when using Voice. This increased freedom of movement creates a distinct advantage in a warehouse where lifting is a standard part of the daily routine. All the technical components for voice directed tasks are combined in Lydia VoiceWear, providing optimal protection against environmental hazards. With Lydia VoiceWear headsets have become obsolete.

Lydia VoiceWear provides equal comfort for both men and women. It only takes seconds to put on this compact vest, thus reducing prep time at shift start up.

### Your advantage: Hands free, eyes free, headset-free

In addition to the speakers and microphone components, Voxter<sup>®</sup> can be integrated into Lydia VoiceWear. The Voxter is a mobile voice device, designed, manufactured, and optimized for use with Pick by Voice.

### At a Glance

- No headset required
- Eliminates infrastructure costs and maintenance costs associated with headsets
- Compact and reliable protection of all technical voice components
- Optimum mobility and ergonomics
- Optional voice output via speaker, even in noisy environments
- Interior coupling of VoiceWear is removable for easy washing
- Comfortable to wear for men and women alike
- Yellow safety color
- Customized color options available

# Integrate with Lydia Voice Quickly

While thousands of organizations successfully are using voice technology, recent Peerless Research about the voice market space, asked some interesting questions which have helped to clarify many core reasons for not adopting voice technology. One of the questions asked was, “What do you envision as barriers to adopting voice technology?”

The study respondents were quite clear in that having to lean on IT resources to make changes to the existing WMS/ERP infrastructure was their number one issue. Upon further probing, Peerless Research confirmed that the lack of access to internal IT resources needed to support such a project was also a great limitation to widespread voice adoption.

Lydia Voice takes the pressure off your IT team. We offer you the flexibility you need to fit your IT architectural strategy, while reducing your project risk and meeting your desired go-live date. We offer the industry’s fastest integration with minimal IT time needed.

Whether you desire a real-time direct interface or a near real-time interface, Lydia Voice offers you choices. There are multiple approaches.

## Real-Time Interface Options

- Direct interface using Telegram
- Direct interface using HTML
- Direct interface using Web Services/HTTP
- Lydia Voice .NET Assembly Library
- Direct interface to Manhattan WMS (check for product and version support)
- Direct interface to JDA WMS (check for product and version support)

## Near Real-Time Interface Options

- Lydia Voice PickManager

## Lydia Voice Data Process Flow





## Integrating Lydia Voice with SAP EMW and WM

Lydia Voice is the lead voice solution for SAP EWM and WM users. We have more real-time SAP voice installations than any other voice vendor. With Lydia Voice, you can expect the best in the key areas you need and desire.

### Key highlights of our real-time SAP real-time userface

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

We also offer a Direct interface for SAP using RFC Gateway.



Internet Transaction Server  
SAP (4.7+)



WLAN



Lydia Voice / VoiceWear



## The High Performing Mobile Voice-Centric Solution

### Voxter® Elite Edition

Voxter Elite Edition is setting new standards for mobile voice devices.



The Voxter Elite Edition is compact, lightweight and comfortable to wear. Its robust design and build guarantees prompt and reliable voice recognition in almost any working environment, even in the freezer environment.

In combination with the revolutionary design, featuring only one button - the 'on / off' switch - the Voxter Elite Edition is incredibly simple and convenient to use. All other functions such as volume, speed, etc. are controlled by voice, giving new meaning to the term 'Voice 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**

### Voxter® Scan Elite Edition

Mobile data capture by barcode scan has never been easier and more comfortable than with the new Voxter Scan Elite Edition. The technologically exclusive auto-trigger function executes automatic barcode scanning at all times.



No additional action is required to trigger the scan function. Users have their hands free to perform vital tasks at any time. Even under the most demanding conditions, the Voxter Scan Elite Edition is a reliable solution for fast and accurate data capture.

The Voxter Scan Elite Edition is easily connected with other mobile or stationary devices via Bluetooth which makes it a possible enhancement for all voice directed mobile applications wherever additional data capture is required (e.g. capture of lot numbers, serial numbers or best before dates).

# Lydia Voice

## The Right Voice Choice

The Lydia Voice solution is different. While some old voice-directed solutions make claims, the Lydia Voice solution uniquely offers you these advantages:

### No voice training required

No requirement for users to “train their voice” with a 30 to 45-minute script initially or have to repeat the training process due to typically growing voice recognition error issues. This helps improve the long-term efficiency vs. any other voice solution. We challenge you to ask any other voice finalist for your business to have your team try to use the voice solution without any voice template training.

### No headset required

A no headset option with Lydia Voicewear eliminates the need for headsets and the standard overhead associated with supporting headsets such as extra batteries, charging units and the regular maintenance of headset accessories, thus providing a lower TCO.

### No expensive licensing required

Lydia Voice does not require an expensive software license transfer fee when you want to install existing Lydia Voice license to another device. This provides you with a lower TCO and further protects your investment if the business decides to later transition to any other device you desire.

### More flexibility for less money

The implementation and integration of Lydia Voice with your WMS will require less professional services effort than any other voice offering due to its flexibility and configurability and will offer you a lower TCO for the initial implementation and configuration for the initial facility, as well as a reduced cost for the additional facilities.

### More independence from IT

Lydia Voice provides you greater IT independence and the ability to make configuration adjustments and enhancements. This independence provides you a much lower operating cost than any other voice-directed solution available.

## Dare to Compare

Lydia Voice provides you clear and easy to understand pricing. Make sure your Brand B option shows you their proposal broken out in the following manner.

	Lydia Voice	Voice Brand B
Software Licenses	\$	\$
Hardware and Equipment	\$	\$
Implementation with Go-live support	\$	\$
Customer Support and Maintenance	\$	\$
<b>Total Cost</b>	<b>\$</b>	<b>\$</b>

# E+P | Simply Smarter

E+P is the leading provider of comprehensive supply chain execution software for smarter connected logistics management. We have decades of deep industry expertise, and we are the only company to develop and implement its own best-of-breed warehouse management, warehouse control and automation, transportation management, and voice solutions, which enables us to optimize any warehouse in any industry.

Contact us now to learn more about how Lydia Voice Solutions can improve your logistics.



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**Ehrhardt + Partner Solutions**

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