EMPOWER YOUR MOBILE WORKFORCE WITH VOICE TECHNOLOGY

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Geoffrey joined the Honeywell Voice team in February 2019, with a goal of taking on the voice enterprise software and market acceleration of the A700x body-worn computer.

Previously, he led R&D and product development teams at Verizon, Sony and Qualcomm.

Over his career, he has launched products and services, which include: cellular phones; security software; satellite radios; and panoramic cameras. In addition, he has hosted content websites and mobile apps.

Geoffrey earned a bachelor’s degree in computer science from Embry-Riddle Aeronautical University and a master’s degree in computer science from Pace University.
AGENDA

• What Is Voice Technology?
• 10-Pick Challenge — Voice vs. RF
• Where Does Voice Fit In?
• How Voice Works in the DC
• Key Benefits of Voice
• Customer Stories
• Measurements of Success
VOICE VALUE PROPOSITION

**Process**
OPTIMIZE YOUR OPERATIONS
by providing smart, innovative technology solutions designed to help optimize workflow processes

**Ergonomics**
PROVIDE A PREMIER WORKER EXPERIENCE
by engaging your workforce with an ergonomically optimized experience to make workers more effective

**Information**
IMPROVE YOUR BUSINESS DECISIONS
by providing accessible information to identify and mine rich veins of data and provide actionable insights
VOICE 10-PICK CHALLENGE

HONEYWELL VOICE

SCREEN & KEYBOARD

SKUs Picked: 3
00:21.100

SKUs Picked: 2
00:21.100

Play Video

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POLLING QUESTION

What methods are used for picking in your facility?

*(Select all that apply.)*

- Lights
- Paper
- Scanning
- Voice
WHERE DOES VOICE FIT IN?

**Supply Chain**

- **Store** replenishment
- Sale scanned at checkout
- Sale updates the store forecast
- **Consumer**
  - Store demand generated
  - Purchase order generated
  - Supplier delivers to depot
  - Supplier delivers to depot
- **DC**
  - Goods picked
  - Goods received and put away

Empower Your Mobile Workforce With Voice Technology
HOW VOICE WORKS IN THE DC

• Assignment from WMS transmitted to body-worn voice terminal via WLAN

• Voice terminal translates assignment data into audible commands

• User provides spoken responses to confirm actions taken

• Responses translated to data

• Host system updated
VOICE DIALOG

Slot Location

“Aisle 25”

“414”

“Pick 2”

Check Digit

“Ready”

“2-8-7”

“2”
POLLING QUESTION

What are the greatest challenges you face in your facility?
(Select all that apply.)

• Retaining employees
• Reducing errors
• Improving productivity
• Enhancing worker safety
• Faster training
KEY BENEFITS OF VOICE

Accuracy
• Check digits, confirm slot location
• 99.97% order accuracy with voice achievable

Productivity
• No paper, labels or RF screens to read or handle
• 15–20% increase in full-case pick
• Up to 50% increase in piece pick

Training
• About a 50% reduction in training time compared to other methods
• High degree of worker acceptance
• Supports multiple languages
KEY BENEFITS OF VOICE

Safety
• Eliminates need to read or key in information
• Workers are more focused
• Hands-free, eyes-free

Rapid Payoff
• Decrease in errors + higher throughput = significant cost savings
• Typical return on investment is 9–12 months
Voices of Success

Kwik Trip

- 300 convenience stores
- Operates bakery, commissary and dairy
- Central DC supplies 80% of store stock

Challenge
- Avoid stock-outs for highly distributed store network

Solutions
- Replaced labels and pick lists with Honeywell Voice
- Integrated with existing WMS
- Accommodated advanced selection techniques

Results
- Deployed in four days
- Achieved 99.8% accuracy
- 20%+ increase in productivity
- Saved $35,000/year in labeling costs
VOICES OF SUCCESS

• $280M+ cold storage 3PL
• 15 warehouses in eastern U.S.
• Each DC ships 45,000 cases per week
• Operating temp: -20°F (-29°C)

Challenges
• Improve order accuracy by 10%
• Increase operational efficiencies

Solutions
• Replaced labels with Honeywell Voice
• Real-time interface with in-house WMS via Honeywell VoiceDirect

Results
• Achieved 99.88% accuracy
• Increased productivity 12%
• Saved $50k in annual labeling costs
• ROI in 10 months
HONEYWELL VOICE – PROVEN RESULTS

Enabling workers to be significantly more productive and accurate

*Honeywell Voice provides a complete ecosystem for voice-directed workflows, proven over 25 years of flexible integrations for DCs around the globe.*

**Increased Productivity**
- 10% to 35%
- 35%

**Reduction of Errors**
- 50% to 80%
- 80%

**Reduced Training Time**
- Up to 50%

**Turnover Reduction**
- 15% to 30%
- 30%

**Reduced Safety Incidents**
- 5% to 20%
- 20%

**Honeywell Voice Users**
- Almost 1,000,000

**Annual Customer Savings**
- $20+ Billion

**Installed in**
- 60 Countries

**Languages Supported**
- 43

**Members of Global Team**
- 2,000+
HONEYWELL VOICE SOLUTIONS
What makes our offering unique?

5+ Generations
More than 25 years of expertise in voice recognition hardware and software

Voice Recognition
World-class; built for noisy environments

Solution Choice
Wired and wireless accessories

Craftsmanship
Ruggedized; better than military grade

WMS Expertise
Integration and know-how

Customer Experience
24x7 tech support and professional services

Empower Your Mobile Workforce With Voice Technology
QUESTIONS?

- Conveyor & Sortation Systems
- Fulfillment Technologies
- Lifecycle Support Services
- Operations & Solutions Development
- Palletizing & Depalletizing
- Robotic Solutions
- Software Solutions
- The Connected Distribution Center