



The partnership of **Raymond Handling Solutions** with **Innovation Solutions** expands RHSI's capabilities beyond forklifts, racking and conveyor systems, into complete Warehouse Management and ERP Software, RF Scanners and now..... **Voxwear VoicePick Solutions**.

The use of voice technology in the warehouse is starting to take off, particularly for order picking. [Voice directed order picking](#) involves the use of a wearable computer with a headset and microphone so that the order pickers are instructed by voice on what items to pick and where to pick them, verbally confirming their actions back to the system. The wearable computer communicates with the ERP, [warehouse management system](#), or labor management system via a radio frequency (RF) local area network (LAN).

The biggest benefits are obtained in low margin, high volume, labor intensive case picking operations, and because of this, the Foodservice Industry and Grocery Retailers and Wholesalers are leading the way in adopting the technology. Accuracy and productivity are critical in these low margin, labor intensive operations, and the use of voice technology delivers this by freeing both the hands and the eyes for the picking task. The hands free operation is also particularly suitable for picking Frozen Foods and Chilled Foods, where gloves hamper the handling of paper or radio data terminals. Catch-weights are easily captured, and the subsequent re-keying of information removed. Furthermore, the improved accuracy usually eliminates the need for costly order checking altogether.

Voxware and Innovation Solutions are leading providers of Voice-Driven Logistics for distribution centers. Our [VoiceLogistics](#) solution enables workers to be more productive and more accurate allowing them to do their jobs better and quicker. These productivity and accuracy gains from warehouse labor deliver **results that go straight to a company's bottom line**.

Dunkin' Donuts has been a Voxware customer for several years and has seen great success with Voxware. Here are some of the highlights:

- ✓ 20% increase in productivity in the dry zone and up to 30% productivity increase in the cooler and freezer
- ✓ Picking has been reduced from 21 hours to 10 hours utilizing the same head count
- ✓ 33% reduction in clerical hours by eliminating manual data entry
- ✓ Re-deployed 8 employees from order checking to other areas resulting in \$240K annual savings by eliminating this function



Click on this link to see and hear how [Constance Food Group](#) is using voice to achieve order fulfillment excellence for food store distribution.

For more information, please contact your RHSI Account Manager or RHSI's Integrated Systems Group Manager at 562-762-5633 (roconnor@raymondhs.net).