



Optimization of Picking Processes Through Voice-Guided Control

Pick-by-Voice with platbricks®

Initial Situation and Challenges

In order picking, paper lists are still used in many places today. Or employees use various devices that they then have to put down during the picking process or that hinder them from picking up the goods without difficulty. The consequence:

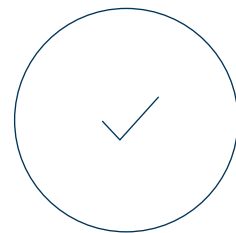
- High costs: on average, more than ten million paper pages with a half-life of a few minutes are printed each year.
- High error rate: As the number of variants increases, the complexity of picking and logistics processes increases.
- No integrated data: Analog work steps do not result in data for optimizing processes and thus conceal enormous potential for optimization.

The use of voice technology can counteract this and help to improve structures and processes in the warehouse. For us humans, speech is the most natural form of communication and therefore also the future target communication with machines. Pick-by-voice is already going down this path. From goods receipt to picking and transfer to goods issue - voice-guided work processes can come into play everywhere and promote paperless picking and „freehand“ operation.

Pick-By-Voice Powered by Arvato Systems

Pick-by-voice describes the voice-guided control and execution of picking. Employees receive information on picking orders, such as storage location, material, and quantity, by voice command, e.g., via a headset. Among other things, voice control is intended to increase and accelerate order picking quality.

Advantages



- Increase in speed and quality of order picking due to „handsfree“ operation
- Minimization of the error rate during picking
- Higher efficiency: travel times to the device and also the reading and operating times of the device are eliminated
- More safety: device no longer has to be held in hand, cannot fall (e.g., when climbing a ladder)
- Optimization of process flows and improvement of process quality
- Use without prior speech training: any speaker is recognized (regardless of gender, dialect, or accent)





Items often need to be scanned during the picking process. A voice process must therefore also enable hands-free mobile scanning. With platbricks, we can combine the two.

To make pick-by-voice possible in order picking, we at Arvato Systems are working with a partner company. We integrate their technology into our cloud-based logistics platform platbricks® so orders can simply be issued on the headset via voice command. But you can use our pick-by-voice solution also via Android devices, which promises a faster and more cost-effective setup than with conventional providers who rely on proprietary hardware and closed systems.

Pick-by-Voice – Function Overview

- Order processing via voice and, if required, also via a device
- Retrieval of important information (e.g., material number, quantity, etc.) by command
- Control through inspection codes at storage locations
- Mapping of quality assurance processes
- Mapping of all internal warehouse processes (goods receipt, picking, putaway, transfer, packing, goods issue)
- Connectivity to Android or iOS devices
- Live order status tracking via the platbricks® control center
- Digital, fast order processing

- Via the headphones of the headset, the pickers receive their next work step and acknowledge it via voice command with the microphone
- Paper-based processes are a thing of the past
- Easy onboarding, as only a small number of commands are required; all employees are working productively after a short time
- Applicable in any industry and any temperature zone
- Intuitive operation: Process control is exclusively by voice input
- Synchronous use: display in the app and announcement via voice command
- Headsets can also be used in noisy environments
- Simple and fast implementation

You have questions, need information or a contact?
Get in touch with us.

Arvato Systems | Rita Schönfelder | IT Project Manager
Tel.: +49 5241 80 70770 | E-Mail: logistics@bertelsmann.de
arvato-systems.de

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