

Mobile phones make us all mobile workers, but there are more specialized cases where a basic mobile phone isn't enough. For example, warehouse workers today carry specialized mobile devices connected to local wireless networks to pick stock items for an order. In this type of application, there are specialized needs, including dealing with background noise and workers with non-native accents. This session talks about how companies deal with these issues to provide hands-free voice solutions.

Not True !

Speech-enabled Employee Process Automation:

Special Needs?

MVC Conference...April 23, 2010...Speech Rec for Mobile Workers



Excuse me...

Can I use inexpensive phones/smartphones?

Leverage the power of network speech rec?

2007 Transformation



Rugged phones (rated up to IP65)
Continuous talk time up to 20 hours
Usable in cold environments
Multi-bay rechargers
Scanner and other options
Inexpensive



Also supports traditional handhelds/wearables



voice call

Speech Recognition Done Here



Network Speech Rec

Standards
VXML Platforms
MRCP Speech

Robust for noisy environments

Speech-enabled Employee Automation

Enterprise Systems

Warehouse Management

ERP

Inventory Management

CRM

Field Service

Manufacturing

Maintenance

Assets Mgt.

Sales & Ops

HR

Cheaper devices = Easier business case



Mobile devices from \$100



Network speech = Leverages the latest & greatest



Network Speech = Enterprise-wide (beyond the warehouse)



Manufacturing



Warehouse/DC



Transportation



Retail Store



Service



Employees

New Affordability



=



**Rugged
(13)**

=



**Semi-Rugged
(25)**

Power of Network Speech

- ◆ **Free from device limitations**
- ◆ **High performance with noise**
- ◆ **Largest choice of languages/dialects**
- ◆ **Speaker-independent**
- ◆ **Multi-party training and support**
- ◆ **Large vocabularies**
- ◆ **Plug and play for speech engines (MRCP)**

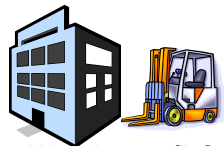
DATRIA

Speech-enabled applications



Manufacturing

Plant maintenance
JIT production materials
Inspection



Warehouse/DC

Receiving
Put-away
Picking
Replenishment
Storage moves
Cross-docking
Packing/load building
Loading
Returns
Inspection
Safety checks
Value-added services
Yard management
Inventory (cycle counting)



Transportation

Shipping
Scheduling
Delivery
Verification
Invoicing
Pickup
Mileage logging
Fleet tracking (AVL tie-in)
Fleet inspection
Fleet maintenance



Retail Store

Customer experience:
- Price checks
- Product availability
- Bring from stockroom
Store execution:
- Clock in/out
- Assign/update tasks
- Shelf replenishment
- Price markdowns
- Promotion set-ups
- End-cap changes
- Planogram resets
- Safety recalls
- Receiving
- Put-away
- Recycling
- Storage moves
- Cycle counting
- Manager alerts
- Employee self-service
- Exceptions/Feedback
- Training
Yard management (sched doors, arrival, reefers...)
Inventory management
Sales force automation
Systems maintenance



Service

Field service
Asset management
Maintenance
Parts management
Regulatory inspection, audits and reporting
Crisis management



Employees

Time & Attendance
Help desk/PWR
Expense Reporting
Crisis management
Employee self-service

40+ configurable business processes serving:

Warehousing Suite

| | |
|---------------------|----------------------|
| Receiving | Cross-docking |
| Put-away | Packing |
| Selection (picking) | Load building |
| Replenishment | Yard management |
| Storage moves | Value added services |
| Returns | Shipping/delivery |
| Inspection | Cycle-counting |

Ticket Management Suite

- Field service management
- Transportation management
- Enterprise asset management
- Plant maintenance
- Retail store floor
- Sales force automation
- Parts management
- Inspection, auditing, regulatory reporting
- Crisis management
- Human capital management

Model-driven solutions

Each business process is modeled via schematics that support piece, case and pallet picking. Companies apply a blend of pick strategies, such as discrete, cluster, zone and batch picking.

The Datria Integrated Configuration Environment (DICE) is used to configure (parameterize) the Datria package to a company's unique business rules.

Multimodal solutions have been supported since the mid-1990s, making it easy to complement scanning, RFID and pick-to-light operations.

DICE was the first speech application 'SOA tool' brought to market in 2002 (now v5) and it complies with industry specifications such as Eclipse, VoiceXML, Speech Recognition Grammar Specification (SRGS), Call Control XML (CCXML), Java/J2EE, JavaBeans, XML over HTTP (SOAP), JDBC and more.

Datria Innovation – Recognized by Industry

2009 – Datamonitor

The Guide to Voice Solutions in Warehouse Environments

“The voice picking market entered the scene in the mid-1990s. Proprietary technologies and point solutions established speech recognition and text-to-speech technologies. In the early 2000s, the market for voice picking began shifting to more open architectures and commercial off the shelf ruggedized devices. Today, the voice picking market is **entering a third phase** in the evolution of technology where the use of web standards such as J2EE and VoiceXML are combined with off-the-shelf technologies to provide a **network-based thin client solution** that has broader appeal in the mainstream IT applications market and several economic advantages.”



**We're the leading
supplier of packaged
voice-enabled
applications for
enterprise mobility**



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