

# ZetesMedea Voice

More benefits from a next generation voice solution



# Optimise your business with ZetesMedea Voice

The exceptional benefits and ROI which voice-directed picking delivers, are well known. Logistics executives are getting more with the next-generation voice solution ZetesMedea Voice. Integrating 30 years of logistics execution expertise and best practices from +1000 voice implementations with over 100.000 users, ZetesMedea Voice offers **more benefits faster, in more processes and with lower Total Cost of Ownership.**

“We have received a sharp reduction in the number of errors and, consequently, improved customer satisfaction.”

Wendy Doucet, Preparation/Dispatch Manager, L'Oréal



## How does it work?

Operators receive and confirm orders in real-time via a mobile terminal and headset. Communication with the WMS/ERP system happens through natural dialogue, leaving hands and eyes free to focus on the job at hand.

See it at work



## 4 benefits that speak for themselves

Voice-directed picking delivers the following, well-known benefits:

### Faster picking

Operators do not have to read paper lists or scan items, but can dedicate their time entirely to the handling of products. Voice picking is 10-15 % faster than RF Picking, and 15-25 % faster than paper-based picking.

### 99,9 % to 99,995 % accuracy

Not distracted by activities as reading or scanning, operators are more focused on the work process and make fewer mistakes. Errors are intercepted and corrected on the go.

### Reduced employee turnover

With the easy-to-use system, operators can speak in their own language and accomplish their tasks more easily, boosting operator satisfaction. Absence ratios decrease and new hires start performing instantly.

### Increase business intelligence

The real-time system-user dialogue ensures optimal data visibility and stock management. This allows for better, more pro-active management and increases agility.

“The solution integrates perfectly with our SAP system and the untrained approach allows us to have new or flex workers immediately up to speed.”

George Antipas, Logistics Manager, Unilever

# Lower Total Cost of Ownership with a next generation voice solution

## Save time and money

### Faster deployment

Classical, speaker-dependent voice systems require operators to register all speech commands on the system before they can start working. Using MCL Voice, ZetesMedea Voice offers an untrained, speaker independent approach: 5 to 10 keywords are enough to calibrate the system, enabling operators to start working right away.

### Saving with multi-tasking terminals

ZetesMedea Voice is the only voice solution that runs on all industry leading mobile (voice) devices of partners such as Honeywell, Motorola and Vocollect. Standard devices used for other processes, can be used for voice-picking too. Such hardware independence, ability to pool devices and easily extend hardware estates known to the workforce, further reduce training and IT costs.



### More processes supported

ZetesMedea Voice supports 'multi-modal' work, which means voice can be used together with other interfaces for data input, such as keyboard, touchscreen or scanner. Processes previously too complex to be handled by voice only, can now also be optimised, such as:

- Complex picking tasks that require additional information to be referred to (optimal positioning of parcels, product weight ...)
- Quality control, where voice-directed operators receive screen-based information on items to be inspected
- Multi-client voice picking assisted by 'put to light' signals for faster placement

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- |                             |   |
|-----------------------------|---|
| • Order picking             | • Picking combined with RFID or Datamatrix scanning |
| • Inventory /cycle counting | • Backroom management                               |
| • Pick and pack             | • Cross-docking /pick by store                      |
| • Price checking            | • Quality assurance                                 |
| • Picking to conveyor       | • (Pallet) moving                                   |
| • Replenishment             | • Receiving   |
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### Cloud – centralised IT support

The cloud-based MCL Mobility Platform makes central management and deployment of voice applications easy. Independent of operating system, devices and location, it allows remote, centralised IT control to update applications, add or extend commands, set user profiles and keep track of the estate.

Using the MCL Mobility Platform, ZetesMedea Voice can be offered in a pay-per-month model.

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“From the first steps in our collaboration, Zetes has been a partner that listens to our needs and tries to bring us the solution that best fits our requirements. We have been extremely satisfied with the service provided and the positive results in terms of accuracy and productivity.”

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✓ Valerio Cortese, IT Director, Gruppo Iper

# High impact, low risk with Zetes

## The greatest flexibility

ZetesMedea Voice is the only solution on the market that **runs on all industry leading mobile (voice) devices**. It offers both a **speaker dependent and independent approach** as well as supporting **voice-only and fully multi-modal** operations. This unrivalled flexibility allows us to advise you on the optimum solution that best suits your business.

## Proven solution

ZetesMedea Voice has delivered proven benefits to over **100.000 users** in **1000 projects** in **+25 countries**. Customers span all sizes, from small to medium sized companies as well as multinationals such as L'Oréal, DHL, Nike, Carrefour, As Watson etc. For more references, visit [www.zetes.com](http://www.zetes.com).

## Fastest access to the latest innovations

Through ongoing customer feedback and our accumulated expertise, a dedicated team of ZetesMedea Voice experts continuously examines new opportunities to **enhance** our voice solution.

## Expert service at your doorstep

Zetes is the only supply chain specialist whose voice expert teams are physically present in nearly all European countries, ensuring **project consistency and rapid service across the EMEA region**.

## A trusted advisor

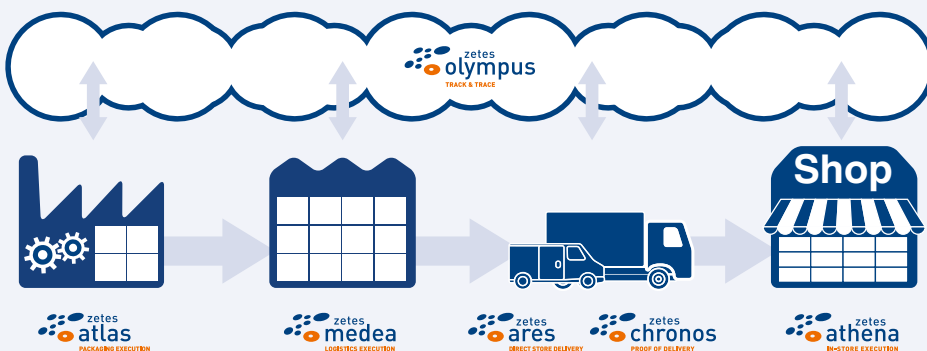
When managing a critical voice implementation, you need the re-assurance of an experienced partner who works alongside you from start to finish. Zetes has been a pioneer of voice in logistics operations. Our accumulated experience allows us to adopt a **consultative approach** with every customer: together with you, we analyse your processes and advise on the best approach.

## Solid integration, SAP certification

ZetesMedea Voice plugs into any WMS/ERP system, including SAP. Integrating directly where possible, adding business logic (middleware) where necessary.

**SAP® Certified**  
Integration with SAP Applications

### ZETES' COLLABORATIVE SUPPLY CHAIN SOLUTIONS



ZetesMedea, one of the flagship solutions of Zetes' collaborative supply chain suite, is a logistics execution system that boosts the efficiency of warehouse processes. It drives cost-effective, error-free process execution and provides real-time visibility by integrating data-capture technologies such as ImageID and Voice (ZetesMedea Voice) and plugging into any WMS/ERP system.

More info on [www.zetes.com](http://www.zetes.com).