



Voice Enabling the Supply Chain & Field Services

AccuSpeechMobile

Overview & Introduction with Customer Examples



Agenda

- Company
- Voice Technology
- Customer Results

About AccuSpeechMobile

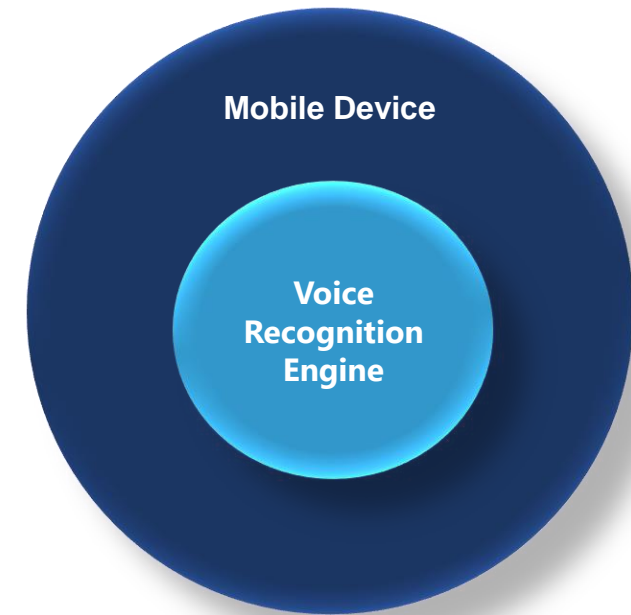


- Founded in 2006
- Market need for a new approach to voice
 - Supply Chain, Distribution, Warehouse
 - Mobile Inspection
 - Maintenance and Repair
 - Medical
- Leading voice recognition solution: Nuance
- Wider market appeal
 - Mobile application advances
 - The decreasing cost of mobile handhelds
 - Android adoption
- Makes voice a viable option for all organizations

Why AccuSpeechMobile?



- **Advanced Voice Recognition**
 - Speaker-independent voice engine
(no need to "voice train" users)
 - Continuous speech recognition
 - Multilanguage Support
 - Noise abatement technology designed for noisy environments
- **Mobile Device Architecture**
 - **Deployed 100% on the mobile device**
 - Communicates directly with the Application
 - No server is required
 - No single point of failure
 - Cloud or network connection is not needed
 - Changes can be deployed with MDM tools



Why AccuSpeechMobile?



- Multi-Modal Capable
 - Hands Free, Eyes Free
 - Hear Voice Enabled Audio
 - Scan with intelligent Scanning Devices
 - Read additional on-screen information on the device if needed
 - Increased User Safety
- Voice Automation
 - Automate and Optimize the application and workflow
 - Integrates with the device OS
 - Automates manual keystroke entries
 - Function Keys, Return Key, Scanning, etc.
 - Automates/Integrates hardware features
 - Automate tailored content accessible to users such as help information
 - Removes user touches from the process

Why AccuSpeechMobile?



- Agile Development & Deployment
 - Development and testing is at the device level
 - Rapid change management
 - Staged deployment
 - Training your team with the ASM SDK facilitates deployment of voice to additional applications
- Device Agnostic
 - Extends the useful life of existing investments and infrastructure
 - Software
 - Leverages investments in the WMS/Field Services App made over time (customizations/optimizations)
 - Licenses can be transferred to new hardware with no additional costs
 - Hardware
 - Works with non-proprietary mobile handheld devices
 - *If the current handhelds support voice*
 - Works with currently owned scanners, including finger scanners
 - Supports Terminal Emulation, Windows, Web and Android mobile devices



Why AccuSpeechMobile?



- Flexible

Supports developing and deploying voice processes for multiple functions

- Supply Chain/Distribution/Warehousing
 - Picking - Item & Case
 - Loose Piece
 - Full Case
 - Mixed Case
 - Pallet Pick
 - Replenishment
 - Cycle-Count
 - Receiving / Put-Away
 - Cross Docking
 - Packaging, Shipping
 - Quality Control
- Field Services & Outside the 4 Walls
 - Mobile Inspection / MRO
 - Regulatory Compliance
 - Maintenance Procedures
 - Repair Workflows
 - Tailored Help for Field Techs

The ROI for an AccuSpeechMobile project will typically be justified with a single application voice enabled; additional apps drive additional productivity and profit for the organization.

ROI & TCO



Improve Operations

Increase Productivity

10% - 40% on average
for each process voice enabled

Reduce Errors

Accuracy to 99.9%

Decrease Ramp-Up time for new Staff,
Including multilingual support

Typically reduced by 50%, translating to weeks
or months of time saved

Improve worker safety

Reduce Risk

Leverage Investments

Leverage existing hardware investments

Existing mobile devices
(if they support voice)

Train your team with AccuSpeechMobile
Studio & TAP

Reduce consulting fees

Voice enable multiple applications

Gain additional return on investment

Realize Rapid Return on Investment

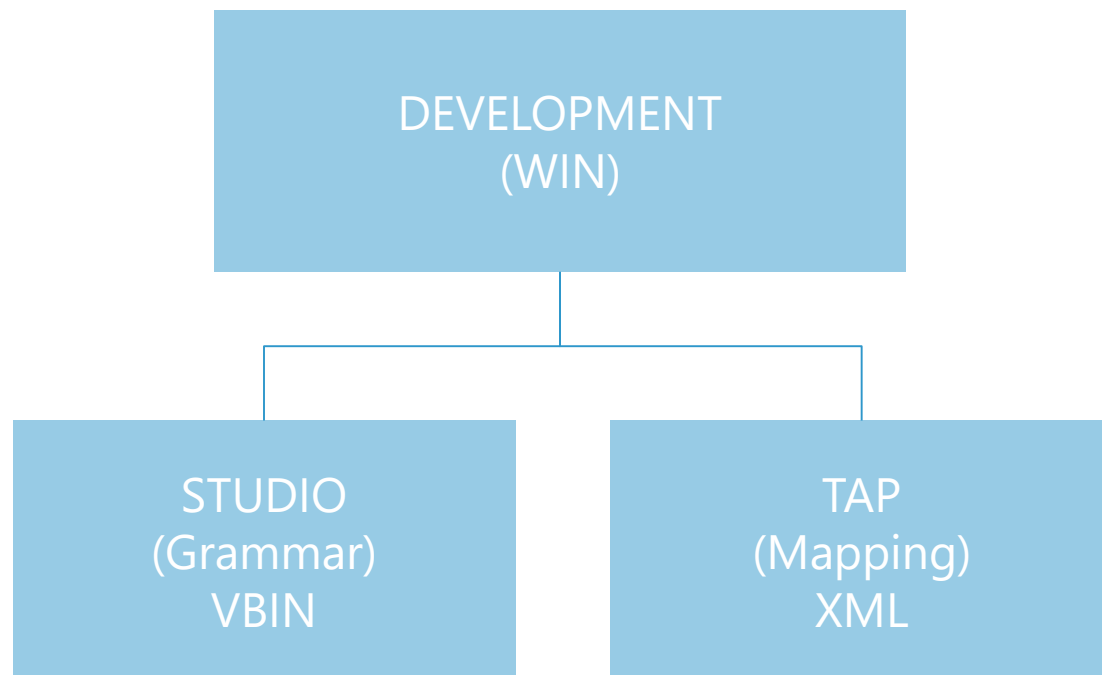
Deploy the first application within 12
weeks

See rapid benefits for the project

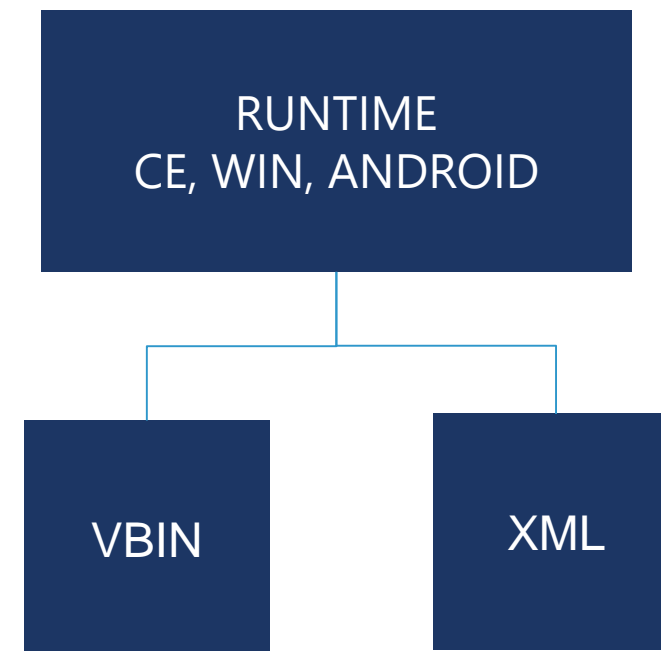
ROI for Voice

12 Months or Less

AccuSpeechMobile Architecture



Your team can be trained with Studio & TAP.



Client footprint is minimal.

AccuSpeechMobile Architecture





Customer Results



Cabela's is the largest mail-order, retail and internet outdoor outfitter in the world.



Operations

- 5 National Distribution Centers
- 70 Retail Stores
- Omni-Channel Operations
- Over 1500 Devices
- 2500 Peak Season Workers

Voice Automation

- Navigation
- Inventory
- Picking & Replenishment
- Pick-Pack-Ship
- 15+ Apps Voice-enabled

"The scope of the voice deployment is across all five (5) of our distribution centers, across every one of our [70+] retail stores. Most every process has some voice-enabled flow to it now."



Brent Glassmaker
Cabela's, World's Foremost Outfitters



\$1 Million Saved Per Year With a Single Application Voice Enabled



Kevin Thompson
Sr. Systems & Business Process
Improvement Manager
Cabela's Outfitters

Improvements

- Accuracy Improved – 900 errors reduced to 90 errors
- 60% Reduction in Training Time
- Twice the number of inventory counts with the same personnel
- Improved Inventory Control, Reductions in Re-Work Hours
- Decreased Shipping Costs

2500 Peak Season Workers



A Diverse Portfolio of Global Footwear Brands

CALERES
★ 5 ★

FAMOUS footwear ALLEN EDMONDS Sam Edelman NAT LEE CITY VINCE. VIA SPIGA FrancoSarto DIANE VON FURSTENBERG

Frye CARLOS Circus Dr. Scholl's ASHLEY rykå @zees

Voice Automation

- 5 single-pick apps
- A multi-pick app
- Put-away
- Replenishment

“[AccuSpeechMobile]... optimizes WM to create a better pick path – a better sequence – and better quality on the pick side. Our motto is “quality and speed”. Quality and speed equates to customer service – and lower costs of operation.”



Ken Gladwin Caleres
Caleres Operations

Houghton Mifflin Harcourt



Education and Learning Resources

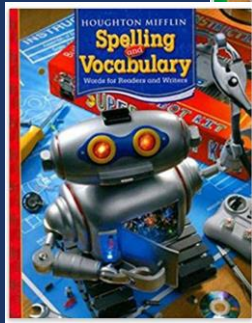
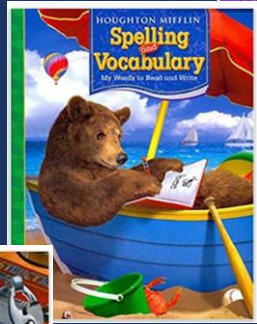
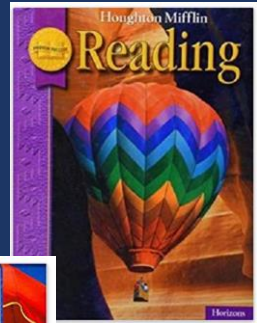


Operations

- Three National Distribution Centers
- LogPRO WMS
- Had previously purchased Voxware, never worked
- Pressure to show Operational Improvements - Cost Savings

Voice Automation from ASM Delivers

- Selected 2 applications to start for voice enabling
- Deployed new mobile handhelds
- 22% Picking Productivity Increase
- 10% Replenishment Increase
- Additional apps now deployed



ROI in Less Than 12 Months

With Two Applications voice enabled

Improvements

- Loose Book Pick 19-22.6% Productivity Increase
- Error Rates Reduced to .5%
- Shipping Sortation & Truck Verification Improved
- Substantial Increase in Accountability & Visibility
- Productivity Increase of 8.6%

Oriental Trading Company



Party Supplies, Toys, Crafts & More



Shop Top Categories



Voice Automation

- Warehouse Management System
 - Custom-Built Application (IBM i)
- Mobile Handheld: Motorola WT41N0
- Deployed across 36 WMS Applications
 - Including Inventory, Stocking & Receiving





Sports Equipment Company



Voice Automation

Oakley

- Eyewear and Activewear divisions
- Picking and Inventory applications
- 27% Increase in productivity

Luxottica (2018)

- Picking & Inventory

Oakley Operations

WMS/ERP: SAP

Three Distribution Centers

Mobile Handheld: WorkAbout Pro 4



Tootsie Roll Industries



American manufacturer of Confectionery



Voice Automation

- Deployed AccuSpeechMobile across 3 DCs
- 25 Oracle Applications Voice Enabled
- Deployed on Handhelds
- Deployed on Forklifts
- Automated Navigation

Operations

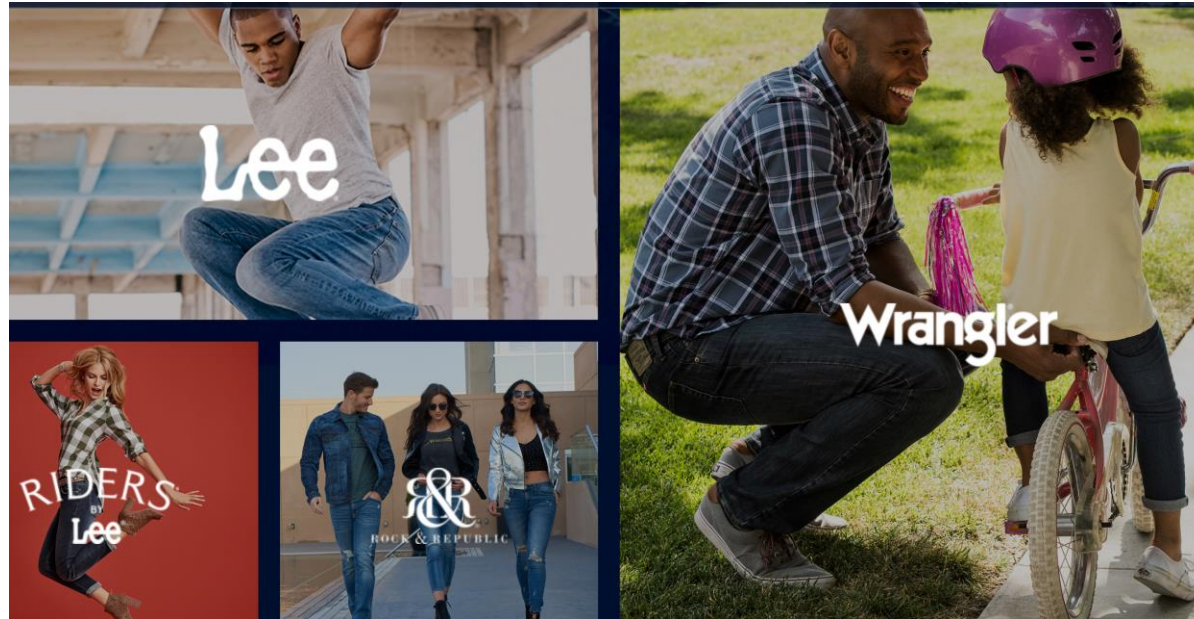
- WMS: Oracle
- Three Distribution Centers
- Purchased Wavelink SpeakEasy
 - Failed to work After 6 Months
- In-House IT: Didn't want ANY new apps



ROI Met in Only 10 Weeks

- Full/Mix Pallet Pick (3.2 million cases)
- 20% Increase in Productivity
- Saved 111 Work Days
- Applications Voice Enabled
 - 6 Receiving Applications
 - 2 Inventory Applications
 - Replenishment Application
 - 3 Material Transfer Apps
 - Shipping, Inquiry & Labels Applications





Voice Automation

- Cluster Picking
- Static Picking
- Productivity Gain 18%

VF: Jeanswear Division

- Location: Alabama
- WMS: Custom Built
- 40 Warehouse Workers, 2 Shifts
- Devices: Wearables

Some of our newest customers...



Thank You

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