

PEAK Voice Solutions for SAP

Hear. Now.

Voice capabilities are now recognized as essential components of fully optimized logistics management systems. PEAK Technologies provides comprehensive solutions for Voice-Enabled Logistics in the SAP ecosystem. These solutions offer significant improvements for worker productivity and processing accuracy.

These solutions are comprised of software and services that optimize the full spectrum of warehouse operations for greater accuracy, productivity and flexibility in supply chain execution.

The PEAK solution gives customers enhanced operational control and equips their workers to operate "head up, hands free" and with greater speed. PEAK's SAP supply chain solutions automate a growing number of labor-intensive logistics functions, including: picking, receiving, loading, replenishment and put away.

Innovation & Experience

PEAK has been helping customers improve the flow of business for 20 years. We have the SAP supply chain and logistics experience you can trust. PEAK offers SAP customers a single source solution for everything from voice logistics, mobile data capture, RFID, security and infrastructure to consulting, integration, installation, printing, training and service. Our vertical market experience and expertise includes customers in consumer goods, discrete and process manufacturing, health care and related services.

Voice-enabled Productivity

The PEAK Voice-enabled solution is built utilizing a powerful data collection development suite for creating multi-modal logistics solutions. PEAK's voice solution utilizes a best in class Speech Engine optimized for use in demanding industrial Environments, and provides the industry's leading voice analysis tool.

Additionally, devices powered by voice intelligently allow any worker to use any unit at any time and anywhere in the facility - there's no assigning specific workers to specific devices - or headsets. PEAK's voice enabled solution integrates completely with industry standard or customized warehouse management systems (WMS) and standard wireless networks. Its underlying client/server architecture has been embraced by the logistics industry.

Return on Investment

PEAK's Voice for SAP Solutions offers significant opportunities to enhance ROI.

- **Improved Productivity.** More tasks per worker per shift. The voice-enabled worker performs tasks with his head up and hands free. Liberated from tasks that tax productivity, such as scanning, reading pick lists, writing or keying in information, productivity improvements of 20% and higher are possible.
- **Increased Accuracy.** By issuing workers exact instructions, confirming tasks and correcting errors as they occur, near 100% accuracy is achievable. A single error incurs a series of costs in correcting that error, from returns, re-picking, and re-shipping to reduced customer satisfaction. Improvements of even a fraction of a percentage can represent significant savings.
- **Reduced Warehouse Labor Costs.** A safer work environment, decreased training time for new workers, less worker time spent on administrative tasks, and lower turnover are among the range of labor costs reduced.
- **Reduced Material Costs.** Costs of printers, paper, and other material associated with alternate methods of order selection are reduced or eliminated.
- **Full Service Implementation.** Professionals from PEAK's Business Consulting, Professional Services, and partner teams provide hands-on assistance to customers throughout the entire project and with a commitment to success.



The networked, mobile computer and headset issue workers a series of natural human voice prompts (or text-to-speech prompts if preferred by the customer) as instructions. Workers simply speak to report on the assigned tasks as they progress to completion. The system can also respond to requests for help, providing the proper guidance to set a worker back on course.

PEAK Voice Solutions for SAP

Real-time Inventory Management

PEAK's Voice for SAP solution is unique in the industry because it unlocks the real power of "voice-driven logistics." The system goes far beyond the simple data collection tasks that were typical of the previous generation of voice-directed picking technology. It also helps workers recognize and react to exceptions such as shorts or mis-picks. A voice-enabled WMS means real-time data exchange that helps hone inventory management to more exacting levels. The PEAK solution has an open, standards-based architecture that integrates perfectly with a customer's information infrastructure investments and larger supply chain strategy. This tactical approach allows customers to continue to leverage their investment in voice as their business grows and evolves.

Optimizing Distribution Operations

The PEAK Voice for SAP solution optimizes the contribution of each worker by taking into account many variables - such as a worker's native language, experience level, job role, and abilities - and mapping them dynamically to the job activities at hand. The voice-enabled solution is readily configured to automate the full spectrum of logistics labor functions, from picking to put-away.

PEAK's voice-enabled solutions offer the potential for near-perfect accuracy levels. Productivity is boosted. Expensive operations such as order checking are reduced or even eliminated. Temps and trainees get up to standard more quickly, and employee turnover is often lowered. Management is provided web-based, real-time visibility into logistics processes as they happen.

Real-time Inventory Management

The PEAK Voice for SAP solution is designed with maximum flexibility to provide every user the ideal solution for your specific business needs and logistics environment.

PEAK's solutions exploit best-of-breed, standards-based, open systems technology that offers customers platform independence. This approach enables our customers to select the optimal price performance combination of hardware and software components, resulting in lower total cost of ownership.

Whether configuring the system or developing tailored applications, our solution can automate multiple processes within the warehouse. In addition, it can be easily reconfigured which avoids additional expenditures when a new warehouse layout or material handling equipment change is made to further optimize supply chain operations. This versatility provides the means to broaden the scope of a voice implementation to integrate with other "building blocks" that support the enterprise-wide objective of a flexible, demand driven supply chain. PEAK's operational expertise and development resources help customers identify then realize these additional opportunities for return on investment.

Freedom to Perform: The Voice-enabled Worker

The contribution of the workforce to logistics success is crucial. Labor is the single biggest cost factor in warehousing, yet it is the least leveraged by technology. An increasing number of corporations are optimizing their distribution center workforces with voice-enabled solutions. By voice-enabling as many workers as possible in ways that are both flexible and reconfigurable, customers are able to not only control labor costs but even more significantly are afforded the opportunity to enhance and leverage worker's performance.

For more information on PEAK Voice Solutions for SAP visit us online at www.peaktech.com, e-mail info@peaktech.com or call 800-950-6372



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