

PEAK Voice-enabled Logistics Solutions

Hear. Now.

Voice capabilities are now recognized as essential components of fully optimized logistics management systems. PEAK Technologies Voice-Enabled Logistics Solutions offer significant improvements for worker productivity and processing accuracy and an excellent ROI.

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 voice-enabled logistics automate a growing number of labor-intensive 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 supply chain and logistics experience you can trust. PEAK offers you 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

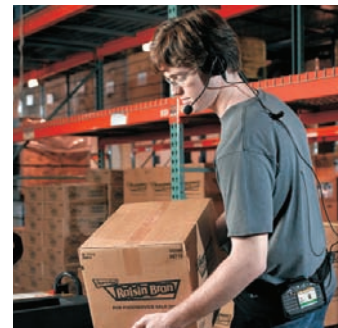
The PEAK Voice-enabled solution is built utilizing MCL-Voice, the powerful data collection development suite for creating multi-modal logistics solutions. MCL-Voice utilizes a best in class Speech Engine optimized for use in demanding industrial Environments, and provides the industry's leading voice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

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

Return on Investment

PEAK's Voice-enabled Logistics Solutions offer 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 triggers a series of costs, 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 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.

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Real-time Inventory Management

PEAK's Voice-enabled Logistics Solutions are unique in the industry because they unlock 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 your information infrastructure investments and larger supply chain strategy. This strategic approach allows customers to continue to leverage their investment in voice as their business grows and evolves.

Optimizing Distribution Operations

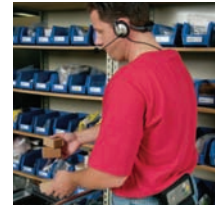
PEAK voice solutions optimize the contribution of each worker by taking into account many variables - such as a worker's native language, experience level, job role, and abilities - and mapping them dynamically to the job activities at hand. The voice-enabled solution is readily configured to automate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

PEAK voice 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.

Tailored to Your Unique Needs

PEAK voice 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, the PEAK voice approach automates 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 and 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-enabled Logistics Solutions, visit us online at www.peaktech.com, e-mail info@peaktech.com or call 888-ASK-PEAK (888-275-7325)



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