

Understanding the Value of Voice- Directed Operations Beyond Voice Picking

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Agenda and Format

- Introduction To Cengage Learning and Marcone Supply
- Q&A: Understanding The Value of Voice Beyond Voice-Picking
 - Other applications for voice in the DC, and beyond
 - Combining voice, scan and other mobile technologies
 - Management applications and other tools



Cengage Learning

WHO ARE WE?



- Leading provider of teaching, learning and research solutions for the academic, professional and library markets
- 5,500 employees and operations in more than 20 countries
- 6 Distribution Center operations supported by Logistics PRO (WMS) - US, CA, UK, BR, MX, AR
- Independence KY DC using Voice since 2006
 - During peak season avg. 25,000 cartons shipped daily
 - 80% of outbound parcels are split case



Voice at Cengage

- Full Case Replenishment (Pick/Put)
- Loose (split case) Picking
 - Prebuilt groups & pick trains
 - Totes
 - Standard loose cartons
- Full Case Picking
- Returns Putaway to Stock
- Custom Productivity
- Future Endeavors
 - Inventory Management moves/transfers
 - Cycle Counting

Marcone Supply

- About Marcone
 - Largest U.S. distributor of appliance parts and accessories
 - Largest inventory and fastest delivery
 - 11 DCs and more than 50 store locations
 - Ship > 4 million packages annually
- Drivers for Voice
 - Complex inbound processes
 - High-SKU count
 - Need to reduce cycle times



marcone
Our Passion is Product Support

Voice at Marcone Supply

- Mixed-SKU/Mixed PO Receiving
- Put-Away
- Cycle Counting (incl. in-line bin check)
- Picking (multi-sku locations)
- Management Tools and Dashboards
 - Work Management and Reporting
 - Productivity Tracking

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