

Work Smarter In the Warehouse: How Mobile Voice Applications and Smart Devices Are Transforming DC Operations



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Presented by:

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Distribution

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Director, Republic National
Distributing Company

Agenda

- Work Smarter – Introduction
- About Dotcom Distribution and RNDC
- Q&A: Work Smarter In the Warehouse
 - Drivers For Operational Change
 - Key Considerations In Solution Design: Process, Management Tools, Mobile Voice Apps and Devices
 - User Adoption, Results and Lessons Learned



About Dotcom

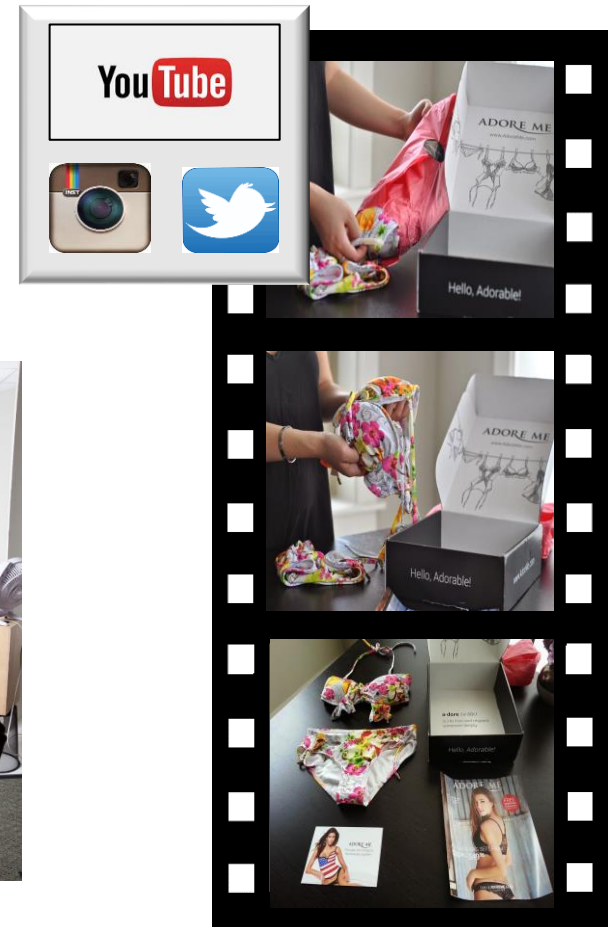
- Logistics Partner for eCommerce and Multi-Channel Retailers
- Our logistics systems must be able to support our unique business model.
- We sell based on:
 - Excitement
 - Trust
 - Opportunity





Excitement

- Understanding our client's customers expectations
- A boutique service with an enterprise scale



Trust

– A track record of success

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Opportunity

- Infrastructure in both facility and IT systems that allows for rapid client growth



Mobile Work Execution Solution

- Goals:
 - A picking solution that would be as flexible as possible to changing client needs.
 - Improve productivity AND increase accuracy.
- Deployed voice-directed mobile applications on ruggedized smartphones
 - Use screen, voice, speech recognition
 - Flexible pick-to-cart process
 - Spanish and English



About RNDC

- Leading US Wine & Spirits Distributor
- Serving 145k Customers in 21 States and District of Columbia
- Distribution Operations
 - 30 DCs
 - 1200 Truck Fleet
 - 77,000 Deliveries/Week



Mobile Work Execution Solution

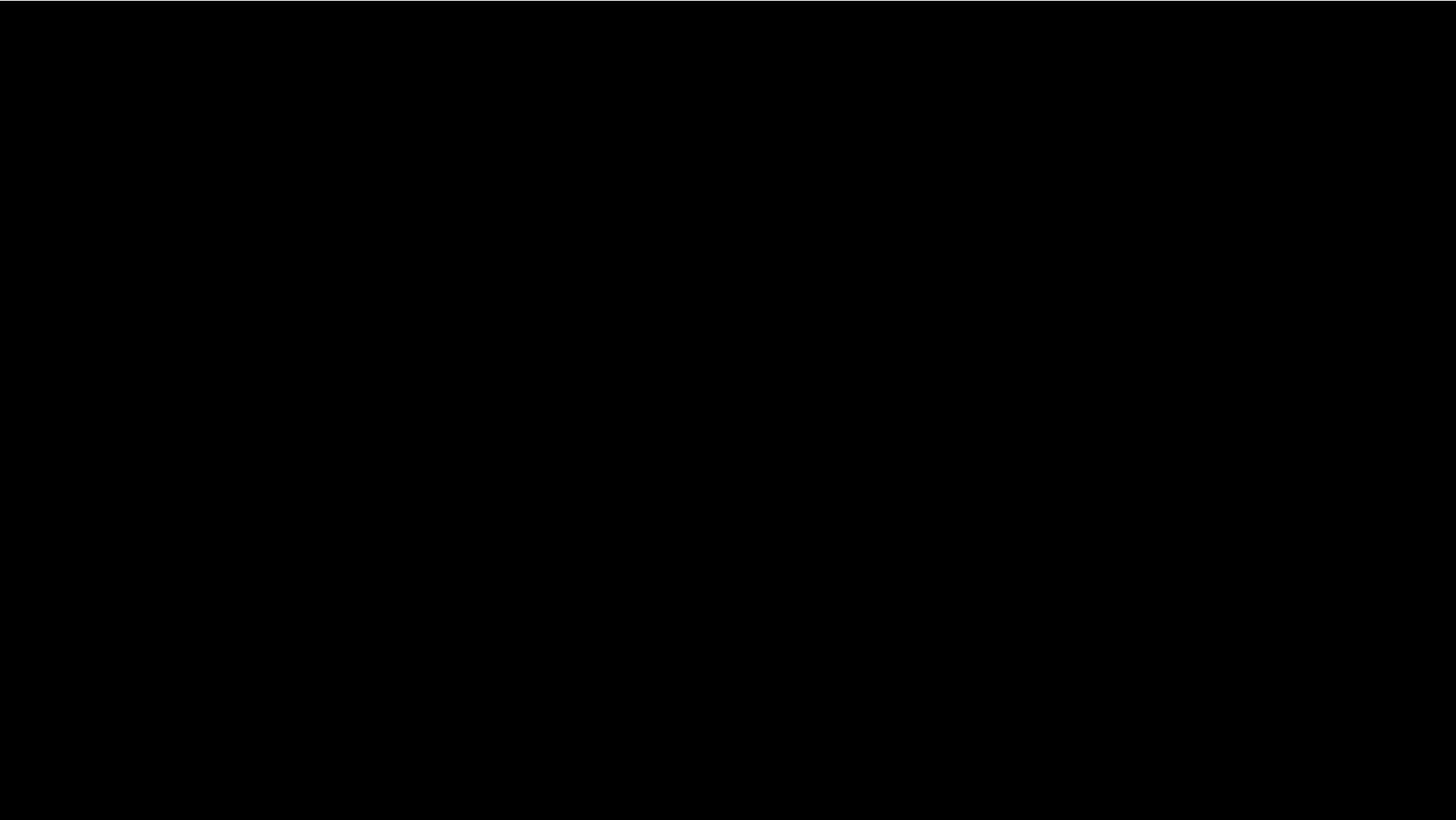
- Solution Integrates with WCS/Automation
- First W&S Distributor To Use Mobile Voice Applications and Work Management Tools (2001)
- Second-Gen System On Standard RF Devices (2010)
- Management Dashboards and Alerts
 - Speedometer productivity tracking
 - Real-time work status and exceptions



Metrics/Benefits

- Average bottle picking rates tripled since 2001
 - Bucket-brigade
 - Two-stage
 - Case pick
- Improved accuracy and accountability
 - QC/Audit
 - Speedometer





Q&A With Nick and John

- Drivers for Process Change
- Operational and IT Considerations
- Changing Technology and Solutions
- Direct Employee Benefits
- Management Benefits
- Dos, Don'ts and Lessons Learned



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