Understanding the Value of Voice-Directed Operations Beyond Voice Picking

Presented by:

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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
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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