



RUN A BETTER BUSINESS WITH VOCOLLECT VOICE

There's No Better Time to Find Your Voice





Deliver Superior Results

Make an Efficient Business Run Even Better

In these challenging times, it's a balancing act to drive profitable growth and streamline existing processes to further reduce costs and make an efficient business run even better. Vocollect can help you identify additional ways to reduce your operating costs, while supporting increased workforce productivity and greater worker accuracy.

Vocollect provides you with streamlined best-in-class business processes to take your organisation to the next level of operating efficiency. Our extensive supply chain industry domain expertise has helped us successfully on-board almost one million Vocollect Voice users.

Vocollect offers the most innovative voice solution, specifically designed to fully leverage existing ERP & WMS technology investments with the industry's broadest and deepest data integration solution portfolio. We provide an elegantly integrated

solution from the headset to host data system for maximum worker confidence and ergonomics. Vocollect is proud to drive the industry forward with its market-leading Talkman A700 solution that optimises voice and scanning.

Delivering results with a Vocollect Voice solution starts with our value engagement process, where our team and your partners learn more about your specific business objectives as we gain an understanding of your detailed operational and workflow processes. We meet with key management to better understand the prioritisation of the business issues that you want to address. Together, we will physically walk through one of your targeted facilities to document and observe workers executing various tasks. Our observations and recommendations go well beyond just where voice technology could add quantifiable business value. After all, we want to help you run a better a business.

Vocollect Delivers Value with Velocity

Rapidly Relieve Your Operational Pressures

The time it takes to realise value from an IT investment cannot be measured in years. Success must be measured in weeks and months. Your velocity toward gaining business value is a key operational deliverable and a reason why Vocollect continues to stand tall as the industry's dominant voice solution. Most customers show a measurable *hard* investment break-even in less than nine (9) months. This does not even take into account the many *soft* benefits obtained from implementing Vocollect. You achieve business benefits rapidly by starting with best-in-class business processes, proven at thousands of individual customer implementations. Then, working together, we enhance the solution to fit your unique requirements.

We have a proven global best practice pedigree across a multitude of industries. Vocollect excels at providing more successful multi-site implementations than all of our competitors combined. We attribute this success to providing our customers with quantifiable value after their first site implementation, which provides the continuing business justification to implement our solution at additional locations.

The success of our customers speaks volumes. Our interaction across many industries and diverse customer requirements enables our users to gain valuable insights outside their own industry. As an example, certain Vocollect customers were confronted with addressing multi-channel order fulfilment issues well in advance of other segments. This has afforded Vocollect the opportunity to develop optimised best practices for multi-channel order fulfilment environments, well before it became an industry requirement. Vocollect also gained early insight into traceability mandates through working with customers wanting to support upcoming traceability requirements, long before they became ubiquitous in the marketplace and are now having an impact on virtually every industry.

Our customers say it best...the following is a collection of quotes from customers who obtained business value with Vocollect:



"We've cut warehouse injuries in half and boosted our accuracy rate when filling orders to 99.99% from about 98%." - VP of Distribution

"The introduction of Vocollect has resulted in almost paperless, highly efficient processes, and our customer service is at its highest level ever." - Logistics Manager



"We save money every time we don't have to make an emergency delivery to a customer. And this enhances our image to our customers. You can't put a dollar value on that, but if I had to, it would be in the millions." - General Manager



"Vocollect Voice has streamlined our operations and provided us with increased productivity and improved accuracy. The new equipment is robust and effective for use in cold storage, and that will bring down our cost of ownership in the long run." - Operation Manager



"Since the voice deployment, we have been able to confidently handle our seasonal fluctuations. Labour assignments are more flexible, which has helped us to reduce our labour hours by over 20%, decrease inventory adjustments in picking areas by 80% and cut our training time by 80%." - CIO

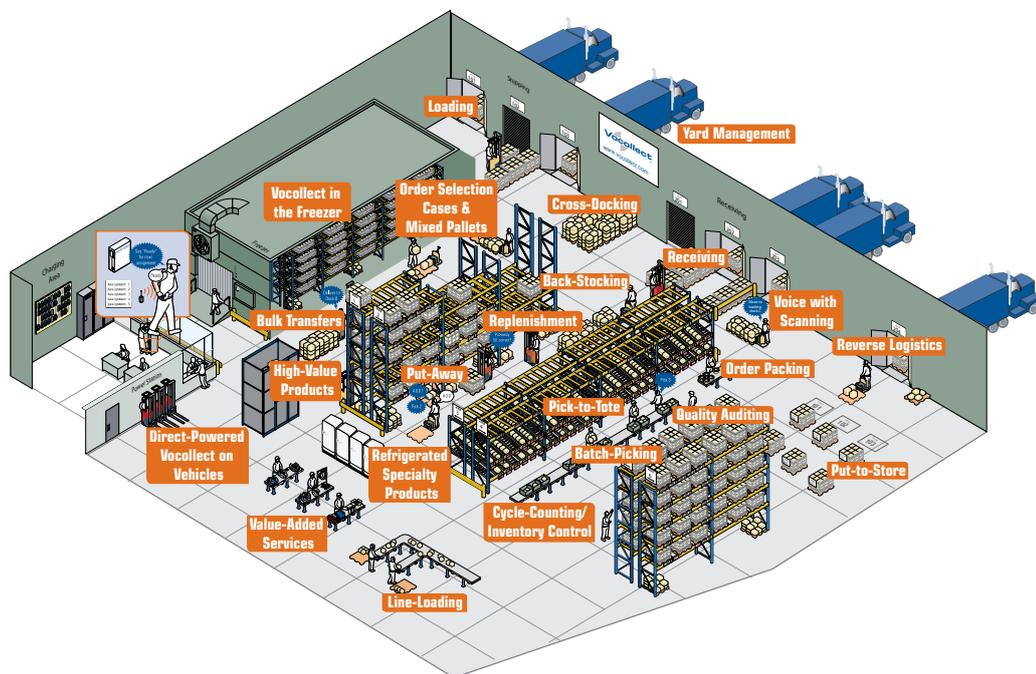
Optimised Operational Flexibility

Maximum Worker Utilisation

The addition of Vocollect Voice to your warehouse or distribution centre operations offers you the transformative workforce performance gains you require, with the infrastructure flexibility you need. While voice technology initially was implemented to enhance the process flow for various fulfilment tasks, the extremely positive operational benefits companies saw resulted in a growing number of them expanding the use of Vocollect Voice into other areas of the operation.

Vocollect provides you with the immediate operational benefits you desire, without multi-year infrastructure commitments that reduce your flexibility to adopt to changes in the business environment. You can also add Vocollect to an existing infrastructure such as handheld scanning, Pick-to-Light and various automation environments.

The Voice-Enabled Warehouse



More Confident Workers with Vocollect RapidStart™™

We all know that confident workers typically outperform their peers. At Vocollect, we are always looking for ways to raise the worker confidence bar and to help reduce the burden on management to train workers. Our solution to this problem is Vocollect RapidStart, which enables workers to practically teach themselves with a consistent on-boarding experience. Using Vocollect RapidStart greatly reduces the time needed for supervisor-led instruction. Vocollect RapidStart helps a worker learn how to use the Vocollect solution through audio and video cues, using any browser-based device with a display, taking them through a self-guided tour. It uses self-evident teaching aids for the worker and enables supervisors to follow their training progress remotely with their smartphones or tablets.



Self-instruction with limited supervision

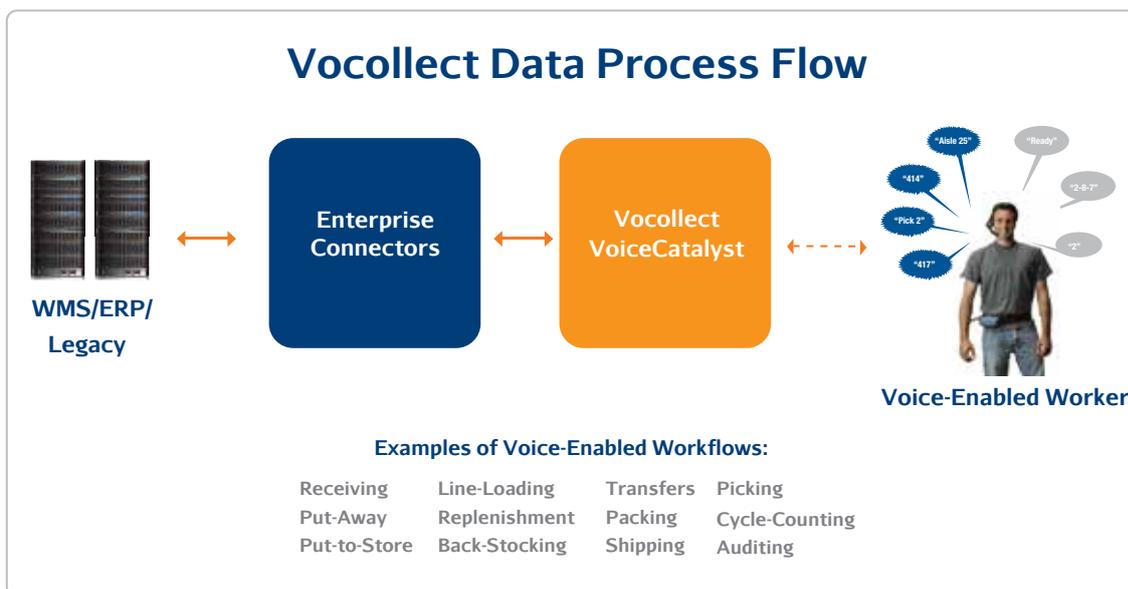
Follow workers remotely to better support and provide training assistance.

Seamless and Scalable Integration

Supporting Industry Standards and Practices

Our industry experience has shown us that no two customers' business processes are exactly the same. Thus, it's vital that our integration architecture be flexible to accommodate many potential customer infrastructure configurations. Vocollect offers the deepest and broadest range of Enterprise Connectors to support virtually every architectural environment requirement. You even have the flexibility to leverage different Vocollect Enterprise Connectors in differing areas of your business.

Balancing the needs of operations management, IT, and the actual workers is why Vocollect continues to lead the voice industry forward. Only Vocollect Voice Solutions give you the choice and flexibility to manage your IT infrastructure the way you want to – while helping your business run better.



SoundSense™ Voice Recognition Technology

Vocollect's ground-breaking SoundSense voice recognition technology, part of Vocollect's SRX2 wireless headset solution, reduces unwanted word and sound insertions by more than 50% with its high fidelity acoustic sampling capabilities.

A typical headset picks up standard warehouse noises that are then processed by a voice recognition engine. This includes common sounds such as pallet drops, truck beeps, conveyor system mechanism sounds and freezer fans. Each of these unwanted noises causes voice recognition sound interpretation delays. SoundSense Technology is a major leap forward for helping improve the worker experience and save time.

```

Connected to IP 127.0.0.1
Please keep quiet for a few seconds.
Please say 0.
1.
2.
Noise Sample Done
!@#$ !@#$
. Yankee !@#$ one
. November(r) . ready(r) .
. Uniform(r) .
!@#$
. Romeo !@#$.
!@#$ nine two(r) !@#$.
!@#$ ready(r) .
. help(r) .
!@#$.
. seven(r) . zero(r) . zero(r) .
. one(r) .
    
```

Voice Recognition without Vocollect SoundSense

```

Connected to IP 127.0.0.1
Please keep quiet for a few seconds.
Please say 0.
1.
2.
Noise Sample Done
. ready .
. nine two(r) two(i) .
. ready .
. seven . zero . zero .
. one .
    
```

Using Vocollect SoundSense with a SoundSense Headset

Vocollect Solution Components - Software

Vocollect provides complete solutions developed in partnership with you that make use of all of our best-of-breed components to transform your distribution centre workflows. We make sure that the focus is on future-proofing your operation and not turning your voice solution into a one-off project.

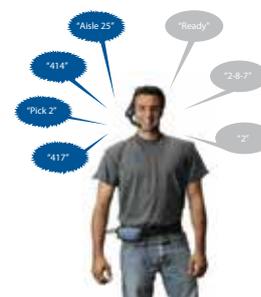
Development Platform: Vocollect VoiceArtisan®

Vocollect VoiceArtisan is our flagship Integrated Development Environment (IDE) software platform. VoiceArtisan enables customers and partners to expand the capabilities of their Vocollect Voice solution using Rapid Application Development (RAD) techniques. VoiceArtisan is an open, flexible, and extensible modern IDE that enables certified partners and trained customer IT teams to design, code, deploy and maintain customer-defined solutions that address unique business requirements beyond existing out-of-the-box software functionality.



Voice Software: VoiceCatalyst®

Vocollect VoiceCatalyst enables unparalleled connectivity to devices, servers and information and provides the launching point for implementing voice-enabled operations to achieve the highest levels of productivity. Superior speech-recognition with our BlueStreak™ personalised recognition is what makes Vocollect Voice the best choice for powering eyes-free, hands-free work by mobile workers. Vocollect Voice offers multiple language and enhanced dialect support to personalise the user experience. And Vocollect Voice gets smarter over time, thanks to Vocollect Adaptive Speech Recognition®, which improves recognition of your workers' unique voice patterns the more they use it.



Voice Application: Vocollect VoiceApplications™

Vocollect VoiceApplications use the extendible VoiceCatalyst architecture to seamlessly interleave applications that complement the voice-enablement of tasks and workflow execution. The seamless connection of multiple data sources with your task workflows enables endless customisation possibilities to streamline warehouse processes. VoiceApplications can be used to provide supervisors with real-time exception notifications needing approval, notifications of exceptions on a receiving or loading dock needing release approvals, or real-time access to key ERP or WMS information to streamline warehouse processes. It can also provide workers the ability to send recorded messages to an alert display management system.



Device and Voice Management: Vocollect VoiceConsole®

Vocollect VoiceConsole is a full-featured, web-based application that helps you to easily manage and support your voice-enabled workforce by providing asset tracking, along with device, operator and configuration management, as well as system diagnostics, all through a self-evident interface. VoiceConsole allows you to view which workers are currently using voice-enabled devices and helps you to identify the tasks they are actively working on. Configurable notifications can be triggered for real-time responses while the homepage displays high-level information.



See Vocollect in Action



To see Vocollect in action, visit the Vocollect [YouTube.com](https://www.vocollect.com) channel for a multitude of video case studies and short vignettes showing Vocollect Voice in action.

Vocollect Solution Components - Hardware

Elegant Design for Maximum Worker Ergonomics

Vocollect's flagship Talkman A730 mobile computing device bridges the gap between voice and scanning. Vocollect is proud to be the first and only manufacturer in the world to have designed an ergonomic solution that optimises voice and scanning in a single mobile device. For workers that occasionally require a scanner for tasks such as order induction or serial and lot number capture, you will be hard-pressed to find a more elegant and ergonomic solution.

Within the Talkman A700 range, your business can choose from models without a scanner end-cap as well as models supporting wired and wireless headsets. The A700 helps ensure you reduce worker downtime for changing batteries with our smart predictive battery management capabilities. The various A700 models all use a common infrastructure of chargers, headsets and accessories to provide you with maximum IT support flexibility.



Integrated Scanner End-Cap

Voice-Optimised Headsets

Only Vocollect offers industrial-grade headsets that are specifically designed and manufactured to support voice in challenging warehouse environments. We understand what is required to maximise the 'headset experience' which is often the weakest link in a positive worker experience.

Vocollect Voice provides the flexibility to use either a wireless or wired headset option. We also offer headsets that are optimised for the challenging freezer and high-noise conveyor environments. Headset styles include versions worn behind-the-head, over the top of the head, or with hard hats. With our broad portfolio of headsets, you will find a headset choice to meet your specific demands.

The Vocollect SRX2[®] wireless headset sets an entirely new standard for worker-optimised headsets in the warehouse or distribution centre. It greatly enhances the worker experience by providing the most comfortable and ergonomic wireless headset option available. The SRX2 wireless headset uses Vocollect's ground-breaking SoundSense voice recognition technology, offering unmatched accuracy. Using Vocollect TouchConnect™, a worker can quickly pair their SRX2 wireless headset with a wearable device using a simple headset-to-device touch method, thereby reducing shift start-up procedures from minutes to seconds. The innovative, shareable component design enables shared use of electronics across multiple shifts, reducing both the up-front and the ongoing cost of ownership.



SRX2 Wireless Headset with SoundSense Noise Reduction

Predictive Battery Management

No battery lasts forever. So, Vocollect's advanced predictive battery management minimises the possibility that workers will be interrupted during their shift to replace batteries in their equipment. Vocollect has approached this problem in two ways: from the voice worker's perspective and from the operations manager's perspective.

For voice workers, Vocollect helps to reduce time wasted for unexpected battery changes by enabling workers to ask their Talkman A700 device directly how much battery runtime remains. Based on the device's response, a worker can then plan accordingly.

For operations managers, Vocollect's advanced predictive battery management offers clear visual indications at the battery charging station about the health of each battery, so managers can better plan for future inventory needs. You can also configure your battery health parameters in VoiceConsole so that your battery warnings best fit your usage patterns and environment. This is just another example of how Vocollect can help you run a better business with voice.

Type	Serial Number	Battery Health
Battery	101140123111	Good
Battery	101140123499	Good
Battery	101140123999	Replace Now
Battery	101140123222	Good
Battery	101140123333	Good
Battery	101140123888	Good
Battery	101140123466	Replace Soon
Battery	101140123400	Replace Now

Superior battery management with visibility inside Vocollect VoiceConsole

Improved Accuracy. Increased Productivity. Real Business Results.

Vocollect is the leading provider of innovative voice technology solutions that help companies with mobile workers run a better business. Together with a global team of over 2,000 Vocollect Certified Professionals, Vocollect enables companies to save more than \$20 billion annually through further optimisation of operations, improving business decision capabilities and delivering the industry's premier worker experience in challenging industrial environments to nearly one million mobile workers who move in excess of \$5 billion of products every day.

Vocollect integrates with all major WMS and ERP systems and supports the industry's leading handheld computing devices. Visit us at www.vocollect.co.uk.



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BEC (Systems Integration) Ltd

BEC is a specialist provider of Automated Data Capture solutions for use in the supply chain and manufacturing industry. With the aim of removing costs from your businesses, BEC offers a comprehensive set of services from initial consultation, advice and design, through to delivery, implementation and after-sales support. Offering access to a range of cutting-edge data collection products, including voice-directed technologies, BEC's future-proof solutions integrate seamlessly into any host system to fulfil business and commercial requirements.

Having delivered the first integrated voice-directed picking solution for Lawson/Infor M3, BEC has also achieved Total Solutions Provider (TSP) status with Vocollect, the world leader in voice-based solutions for mobile workers. Through the development of impressive and innovative product handling solutions with voice technology at their core, BEC has helped businesses within the food and beverage, manufacturing and engineering industries improve upon their accuracy, productivity and customer service.

For more information about BEC please visit www.becsi.co.uk

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