

# ROCKET PACK WAREHOUSE MANAGEMENT VOICE SUITE



Voice (also referred to as Speech) control provides a natural user interaction with the warehouse management system, removing the need to focus on a data terminal or paper and liberating the operators eyes and hands to do their jobs far more effectively. Voice directed operations, such as picking and put-away, show substantial improvements in accuracy and efficiency, giving proven short Return on Investment periods.

## OVERVIEW

Delivering this business benefit by voice enabling the SAP Warehouse Management software has never been easier, thanks to Rocket's suite of SAP voice transactions.

## IT DOESN'T GET MUCH EASIER THAN THIS!

Mobile (RF) devices with headsets and microphones allow spoken instructions to be issued to operators who confirm their actions with spoken responses. It's so simple, users can be productive within minutes, not only is it easy to use, most users enjoy it!

## VOICE APPROACH

The Rocket SAP voice suite provides a truly integrated solution keeping all the key components within the single SAP system and delivering substantial additional benefits when compared to external interfaced voice solutions:

- ❖ Seamlessly integrated processes within a single system (SAP) with all business logic, reporting and management retained within SAP
- ❖ Real-time, ensuring constantly up-to-date stock. No interfaces means no processing delays, failures or management
- ❖ Lower IT costs, simplified IT landscape, utilising standard SAP components without external systems, middleware or proprietary software to maintain
- ❖ Ensured compatibility, built in SAP using standard SAP processes, master data and configuration

## KEY FEATURES

The Rocket SAP voice suite is quick to deploy with very high levels of compatibility for existing or new SAP warehouse management installations.

- ❖ "Out of the box" voice transactions supporting key warehouse processes
- ❖ Available as turnkey SAP voice solutions including all hardware, infrastructure and services
- ❖ Provides best-practice processes optimised for voice execution
- ❖ Built on approved SAP development standards with access to product upgrades
- ❖ Utilises the SAP approved topSPEECH-Lydia® Connector for SAP
- ❖ Unprecedented ease of use with true spoken voice
- ❖ High degree of RF voice device compatibility, with recommended certified devices
- ❖ Backed through partnerships with topsystem and Intermec

## VOICE SUITE

The Rocket voice suite includes the following voice enabled processes for SAP Warehouse Management:

- ❖ Menu
- ❖ Picking
- ❖ Transfers
- ❖ Put-away

The transactions integrate into SAP Warehouse Management mobile data entry utilising standard SAP configuration, processes and reporting. Available as a suite or individually and licensed based on the number of users and sites.

# WAREHOUSE MANAGEMENT VOICE SUITE



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## VOICE PICKING

The voice picking transaction supports picking of either single or grouped transfer orders, optimised for pick to trolley or tote processes, where materials are removed from the source bin and placed onto a picker's trolley or tote. The following is an outline of the voice picking steps:

- ❖ Operator announces the picking group/transfer order or the system provides next pick in queue
- ❖ System voice output of source bin
- ❖ Operator verbally confirms the bin check digit to verify location
- ❖ System voice output of quantity to pick
- ❖ Operator verbally confirms the picked quantity
- ❖ System checks the quantity is okay
- ❖ System voice output of position on trolley
- ❖ Operator verbally confirms confirmation of placement on the trolley

In addition

- ❖ Support of pick-by-delivery
- ❖ Enables efficient pick-by-material for multiple deliveries in a group without the need to implement SAP 2-step picking process
- ❖ Voice error message handling
- ❖ Voice handling of picking with differences

## VOICE PUT-AWAY

The voice put-away transaction supports execution of put-away transfer orders, including support for optimised multi-item put-away 'tours' where materials are removed from the trolley/pallet and placed into the destination bin(s). The following is an outline of the voice put-away steps:

- ❖ Operator announces the transfer order/trolley/pallet number to initiate put-away
- ❖ System voice output of the destination bin
- ❖ Operator verbally confirms the bin check digit to verify location
- ❖ System voice output of material/batch/quantity to put-away
- ❖ Operator verbally confirms the quantity
- ❖ Continue through all items

# WAREHOUSE MANAGEMENT VOICE SUITE



## VOICE TRANSFERS

The voice transfer transaction supports execution of transfer orders for replenishment or other internal movements. Both user initiated and system guided operation is supported. The following is an outline of the voice transfer steps:

- ❖ Operator announces the transfer order or System provides next transfer order in queue
- ❖ System voice output of the source bin
- ❖ Operator verbally confirms the bin check digit to verify location
- ❖ System voice output of material/batch/quantity to transfer
- ❖ Operator verbally confirms the quantity
- ❖ System voice output of the destination bin
- ❖ Operator verbally confirms the bin check digit to verify location
- ❖ System voice output of quantity to pick
- ❖ Operator verbally confirms the picked quantity

## COMPATIBILITY AND SYSTEM REQUIREMENTS

Rockets SAP voice solutions are compatible with SAP R/3 4.6c onwards (using Web enabled SAPconsole & Microsoft Internet Information Service) and SAP Enterprise Core Component (ECC) version 5.0 onwards (using embedded SAP ITS mobile).

Warehouse Management is required either with or without handling unit management.

## VOICE LANDSCAPE AND HARDWARE

The voice enabled devices communicate directly over the RF network to either SAP (with ITS Mobile) or the Web-enabled SAPConsole server. In addition, an FTP server enables simple, easy and consistent software or configuration updates directly to each device.

The topSPEECH-Lydia® Connector for SAP runs on the voice device and provides the voice presentation to the operator and the interpretation of spoken responses back from the operator.

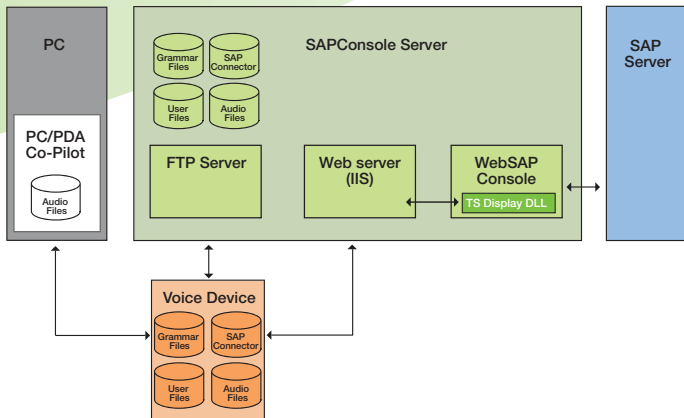
- ❖ Speech recognition supports over 25 languages
- ❖ Speaker independent, alleviating the need for voice training
- ❖ Speaker dependent support if required
- ❖ Centralised fine tuning of phonetics
- ❖ Reduced training times from three levels of spoken detail
- ❖ Ease of use with true spoken voice (not synthesised)
- ❖ Supports Text-to-Speech conversion e.g. material descriptions
- ❖ Voice only or multi-modal (Voice + scanning + screen in/output)

The CO-pilot and Active Sync Remote Display add-ons provide valuable troubleshooting tools, allowing supervisors to monitor the operator both visually and aurally.



*Intermec CK3 multi-modal device*

# WAREHOUSE MANAGEMENT VOICE SUITE



VOXter® dedicated voice device



picture © topsystem Systemhaus GmbH

## ABOUT ROCKET PACKS

Drawing on the collective experience of numerous implementations into a variety of different business operations, and an in depth knowledge of the SAP software, Rocket have developed a library of products and enhancements (Rocket Packs) to compliment and extend the SAP Logistics Execution, Warehouse Management and Supply Chain functions in order to meet commonly occurring business and technical challenges. Developed following strict standards, including SAP approved enhancement techniques and development namespaces, and accompanied with user guides and online help, Rocket Packs are ready to deploy robust solutions that substantially increase business benefit while reducing implementation risk and cost compared to bespoke SAP development.

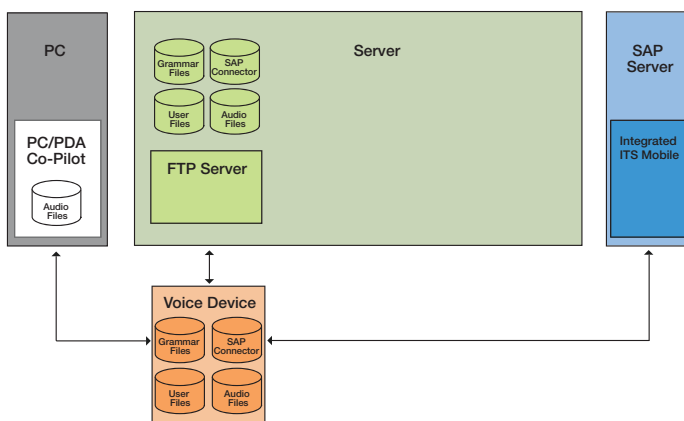
## RELATED ROCKET PACKS

Further optimisation can be achieved with the addition of the Rocket Pack for Warehouse Trolley Processing. The Warehouse Trolley Rocket Pack provides a best practice solution that allows the user to efficiently build and maintain inbound and outbound trolleys all controlled through one transaction.

Trolleys are represented by standard SAP documents and are used to trigger Transfer Order creation to centralise processing for put-away or picking.

For further information and to learn how your business could benefit from the extended SAP functionality that Rocket Packs provide - **contact us and start your mission today.**

Voice IT Landscape - WebSAPConsole



Voice IT Landscape – ITS mobile

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