

Caleres



Voice Automated Fulfillment Delivers Speed & Quality

The Challenge

Improve efficiencies and productivity for omnichannel fulfillment.

The Solution

AccuSpeechMobile's voice solution was deployed on mobile devices in the distribution centers, voice enabling workflow from the Manhattan Associates WMS. Multiple applications such as picking, are now voice automated with text-to-speech and speech-to-text.

Voice Enabled Workflows Include the following:

- Full Case Picking
- Loose Picking
- Accessory Picking
- Put-Away
- Replenishment
- Packaging

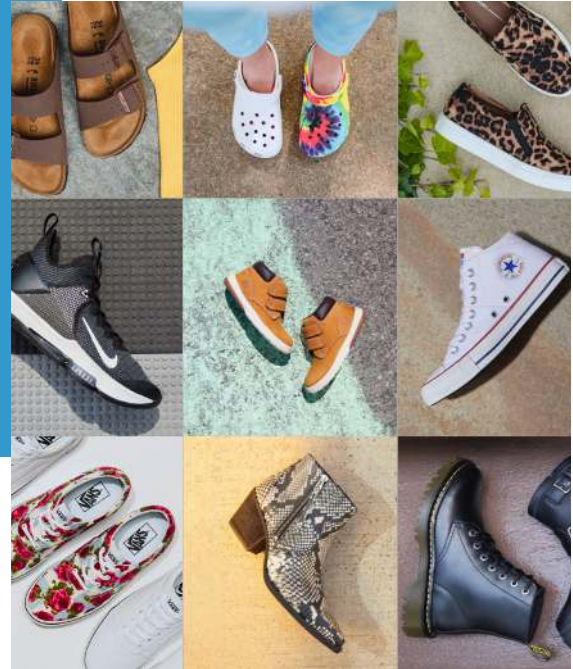
The Results

Voice automated workflows across multiple distribution centers led to double-digit productivity improvements, increased labor efficiencies and reduced error rates.

"AccuSpeechMobile optimizes the WM to create a better pick path - a better sequence - and a better quality on the pick side. Our motto is "quality and speed". Quality and speed equates to customer service, and lower costs of operation," comments Ken Gladwin, General Manager, Famous Footwear.

"Lean is big for us, AccuSpeechMobile removed extraneous steps out of the pricing and packing applications, which was a big productivity boost - but it's also about that speed component, in terms of getting products to customers faster," says Tom Addis, Director of Logistics at Caleres.

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Flexible Voice Architecture Meets Logistics Requirements

The Results Continued

Agile Development & Deployment

AccuSpeechMobile's voice solution is deployed 100% on the mobile device; no changes are required to the WMS. This supports an agile development environment where changes can be configured on-the-fly and rolled out as the Caleres logistics team determines it is appropriate. "Because of the solution's mobile architecture, we can make changes, test it on one device, then roll it out to more and more devices," says Tom Addis, Director of Logistics, Caleres.

Labor Reduction

"The voice picking alone has saved us in labor; it has made us more efficient, reduced errors and increased accuracy - especially when you talk about direct-to-the-consumer orders. That area is growing and demands that accuracy is there," Addis adds.

ROI

The Caleres team is trained to develop with the AccuSpeechMobile solution. This empowers them to make changes quickly. Demonstrated return on investment was also a consideration. Tom Addis comments, "It's [AccuSpeechMobile] a great component for us because you're not incurring fees and charges over and over again for the same development you've already put in play."

About Caleres

The Caleres company mission is to "Inspire people to feel great...feet first". Caleres has a 140-year legacy of fine craftsmanship in the footwear industry. Six of the top 25 women's footwear brands are Caleres brands, Sam Edleman, Naturalizer, Vionic, LifeStride, Franco Sarto, and Dr. Scholl's shoes. Caleres global footwear brands are featured in 1,200+ branded retail locations, department and specialty stores, branded e-commerce sites and third-party retail sites.