

NBG Home



Voice Automated Workflows Support e-Commerce Growth

The Challenge

Streamline omnichannel operations for new business acquisitions and smooth the process of moving to a new WMS application. Ensure the voice solution did not have a single point of failure and could be deployed incrementally.

The Solution

AccuSpeechMobile was used to voice enable the multiple application workflows running on Zebra (Motorola) mobile computers with barcode scanners. Adding voice smoothed the transition to the new Sage Advanced Warehousing application.

Voice Enabled Workflows Include the following:

- Picking
- Inventory
- Stock Movement
- Directed Put-a-Way
- Stock Change
- Receiving

The Results

[Workflow Automation Improves Productivity and Accuracy](#)

Order volume has increased, as well as order frequency, and voice automation has helped ensure that picking and other workflows for e-commerce are optimized.

"We liked the fact that we could program it, and we could take steps out of the process," says Dwayne Napper, Director of Distribution for NBG Home. "From an operator standpoint, streamlining a ten-step process into a two-step process is a big win for us, which improves productivity and accuracy as well," he adds. Double-digit productivity benefits were realized for many of the voice enabled processes.

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Workforce Turnover Benefits from Voice

The Results Continued

Voice Helps with Personnel Turnover

Operational complexity has increased as business from major retailers has shifted to smaller batches with LTL or parcel shipping. Handling the increased volume and complexity with the same personnel has been a business requirement. Workforce staffing has been a challenge in this market where DC workers are in such high demand. "The definition of a 'long-timer' has changed," says Napper, "It's much shorter than I've ever seen." He continues, "Voice has helped us with training the workforce, especially in the e-commerce area. We have programmed the processes with voice to remove as many extraneous steps as possible, which helps new people ramp-up to rate faster."

Reduced Error Rates

"We generate thousands of transactions a week in our e-commerce business and it's extremely rare to have a shipping error," says Napper.

Extensibility

All major workflows are automated with voice now, and in the future Dwayne Napper envisions voice improving processes beyond the warehouse floor. "Processes that are repeatable and can benefit from streamlining and reducing manual entries, such as bill of lading creation, are under consideration for voice automation. Voice has been a good fit for NBG Home, delivering benefits now and offering extensibility for the future," adds Napper.

About NBG Home

Headquartered in Austin, Texas, NBG Home is the largest provider of affordable home décor products, including lighting, accent furniture, soft goods, wall décor, frames and other categories marketed under brands such as Pinnacle, Jimco, Patton, Plantation Patterns, THRO and its most recent acquisition Quoizel. Through its leading research, innovation and product development capabilities, NBG Home offers trend-right products at affordable price points, and serves a wide variety of retail partners, including mass merchants, specialty stores, discount stores, home centers, warehouse clubs, and Internet retailers.