



# Large baked goods restaurant

Consolidation results in improved processes when it implements voice technology

## The Need:

The customer needed to maintain a competitive position in the food and beverage industry and planned to expand by tripling their store locations worldwide. To achieve this goal, four regional US distribution centers consolidated operations to enable the efficiencies needed.

## The Solution:

Optimizing the supply chain using IBM WebSphere Portal and IBM BP VAI S2K Enterprise ERP system, they were able to do store replenishment allowing the flow of data through the supply chain to run in parallel to the flow of goods.

## What Makes it Smarter:

- The real-time voice picking system is hands-free, eyes-free, has speech recognition and enables real-time stock updating, which allows the triggering of letdowns to replenish picking faces.
- Accuracy to at least 99.9% (one error per thousand picks)
- Multiple language capability improves productivity allowing employees to choose the language they want

*"Combined, our IBM solution allows us to leverage innovative voice-picking and real-time stock updates for unheard-of accuracy--and safer, more productive workers."*

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## Solution components:

- IBM WebSphere Portal; IBM WebSphere Portal Express; IBM Lotus Web Content Manager; IBM System i 520 IBM I 5.4; IBM Power Systems i Edition, Power 520 IBM; IBM BladeCenter H, 10 IBM HS21 Blades; IBM DS3400, VAI S2K Enterprise, VAI S2K Enterprise Portal, VAI Commerce Express
- IBM BP: Vormittag Associates, Inc.