

# VOXWARE 3

## VOICE SOFTWARE FOR YOUR WAREHOUSE



Demand more from your voice provider. It's no longer enough for voice solutions to improve worker productivity and accuracy in the warehouse. The real measure of a voice solution is the flexibility and control it grants you in meeting warehouse changes head on.

Voxware 3 evolves voice software beyond custom, point solutions to make voice easier to implement, harness, and manage in the warehouse. It is the only packaged software solution on the market that combines voice applications, toolset, and an enterprise voice architecture to deliver the highest degree of flexibility and control.

Best in class companies know that change is the only constant in the warehouse. Why settle for inflexible custom-coded voice solutions that box you in, when

you can move to a software product that is engineered for change?

Voxware 3 voice-enables your warehouse today, taking your workforce to new heights of productivity and accuracy. But we don't stop there. Voxware 3 goes further than other voice solutions, delivering adaptability, portability, and scalability – resulting in affordability that is unique in the marketplace. It's our product, but it's your voice. We help you make the most of it, today and tomorrow.

### Three Level Design

Every provider of voice solutions for the warehouse delivers applications that interact with the workforce, voice-enabling key business processes such as order selection. This might lead some to think that all voice solutions are basically the same – but that is an

incorrect and potentially expensive assumption.

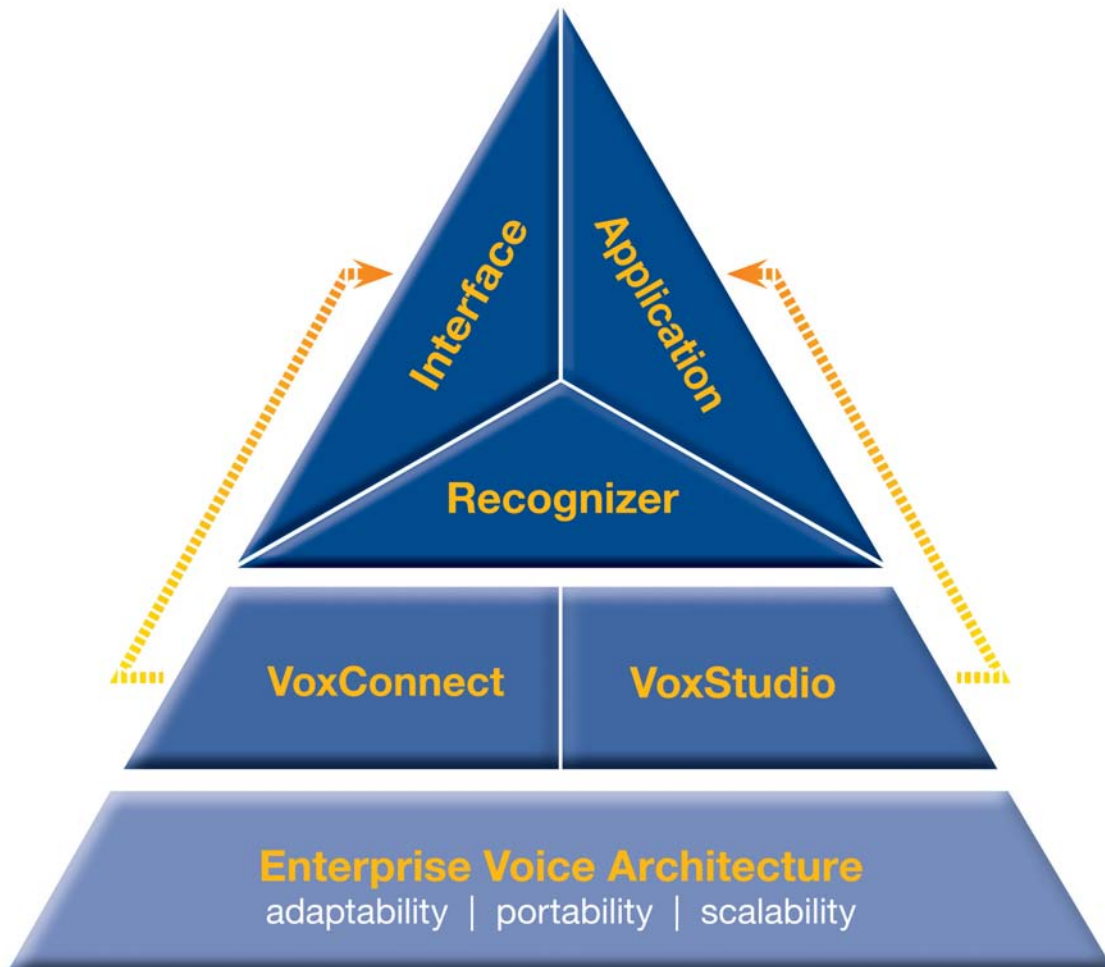
Voxware 3 is different because it is based on a unique three level design that includes an enterprise voice architecture, a toolset for configuring voice solutions, as well as the voice solutions themselves. This means you get much more than the outward voice application one can see in a demo – you also get flexibility and freedom of choice because every Voxware 3 voice solution is automatically portable, scalable, and quickly adaptable to your evolving business requirements.

Industry leaders choose Voxware 3 because in addition to proven operational voice benefits, it delivers the best in cost, choice, and control. Because Voxware 3 solutions are configured without programming they can quickly be changed without breaking the bank. Because they are interfaced with the WMS on a loosely-coupled basis via a configuration tool, they install faster and provide wider

operational flexibility. Because Voxware 3 solutions are based on our Enterprise Voice Architecture, they can easily be ported to new devices – giving you more options when refresh time comes.

Every Voxware 3 application is a software product with a history of past releases and a roadmap for the future. Customers receive follow-on releases of purchased applications as part of Voxware’s maintenance program, and can take advantage of newly-added features. Every customer receives the same code set – so support is streamlined and a community of customers contributes to future product direction.

This is a far cry from custom-programmed point solutions, which are frozen in time when accepted, and can only be changed or ported via another programming project by the voice vendor. We think it’s what the industry has been waiting for – voice that gives you flexibility and control.



## Voice Solutions

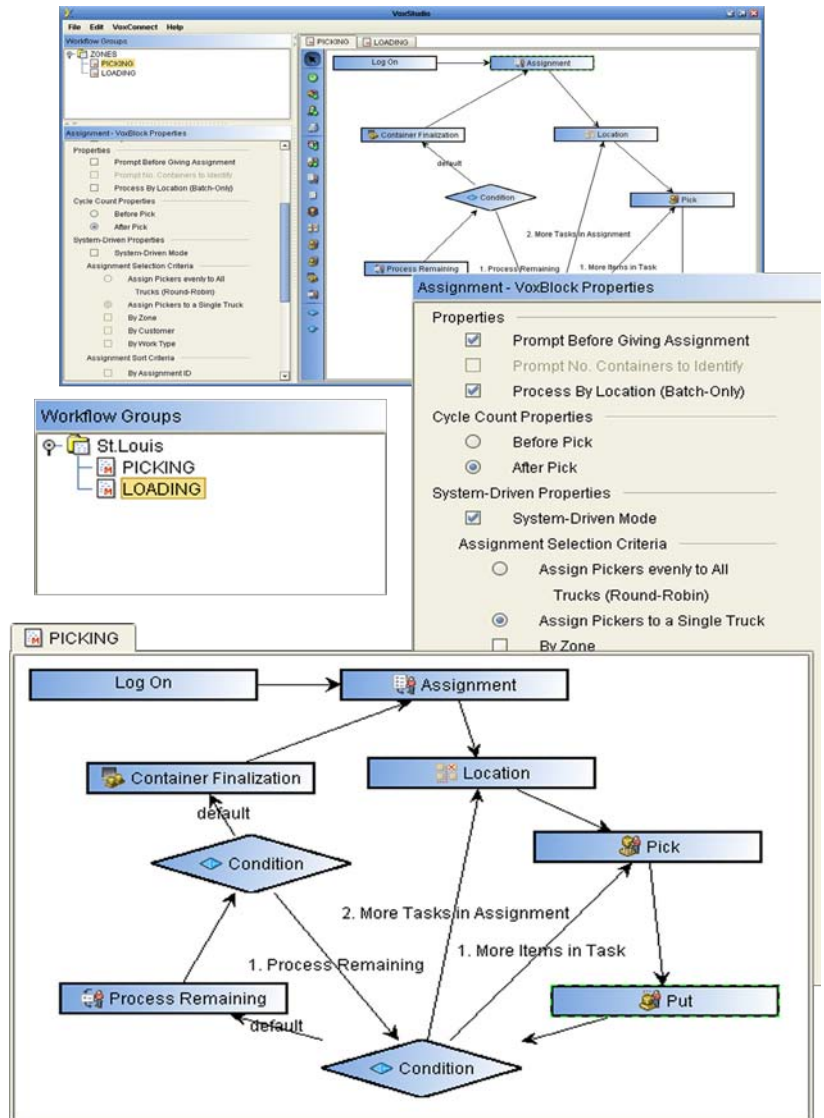
Every Voxware 3 voice solution combines three key software components: a voice application, a WMS interface, and robust speech recognition that delivers 99.9% recognition accuracy even in the most demanding industrial environments.

Voxware 3 includes a variety of voice applications that can be implemented individually or combined to support a “wall to wall voice” strategy in your warehouse. Each application can be configured in many ways, and thus tailored to your specific business requirements, without resorting to a huge programming exercise. Some applications in the Voxware 3 portfolio:

- Order Picking
- Pick and Pass
- Put to Store
- Replenishment
- Loading
- Putaway

Each application can be further configured to meet your needs. For example, if your operation requires the order selector to process multiple orders simultaneously, that can be configured. Likewise, if your operation requires the order selector to capture a lot number, either through voice or by using a scanner in line with the voice operation, that can also be configured. Voxware 3 applications have capabilities to meet the needs of all kinds of warehouses – food distributors, retailers, apparel distributors, 3rd party logistics providers and many more.

Voxware 3 voice solutions also include loosely-coupled, message-based interfaces for exchanging data with the WMS. This approach gives you maximum flexibility and power but minimum invasiveness and therefore faster deployment and easier evolution. In addition, Voxware has created WMS Adapters for specific WMS packages. WMS



Adapters are pre-built voice solutions for the target WMS, including applications and interfaces, which have been created in cooperation with the WMS vendor.

Also included with every Voxware 3 solution is VoxConsole, a powerful tool that gives managers real time visibility into work as it progresses, and the ability to intervene in work priorities as needed.

## Voice Toolset

Every Voxware 3 solution is created through visual configuration tools. VoxStudio is used by business analysts to literally diagram the sequence of steps in the voice workflow. The prompts heard by the worker,

as well as the expected responses, are all pre-packaged and assembled together depending upon which options are selected.

For instance, if you store multiple products at a pick face and need the worker to verify which one is being selected, all you do is check a box and the extra prompt/response is automatically included in the finished voice application.

With VoxStudio, teamwork and communication regarding the business process is enhanced, even before the voice solution is configured. Creating the solution takes far less time than it does with a custom-programming project – yet the solution is tailored to your requirements and can be quickly changed if needed.

The Voxware 3 toolset also includes VoxConnect for configuring interfaces with your WMS, ERP, or order fulfillment system. VoxConnect has a graphical GUI and leverages the concept of loosely-coupled interfaces to make coordination of the voice solution with the WMS easier, faster, and more amenable to growth and change.

With VoxConnect, your WMS can drive the operation of the voice solution, yet the WMS interface is accomplished without resorting to hard-coded “API” programs or embedded “direct connect” modules. This means that many voice solution refinements can be made at far less expense by using Voxware 3 tools instead of having to modify the WMS code.

## Voice Architecture

Voxware 3 includes the Enterprise Voice Architecture, a breakthrough that makes every Voxware voice solution adaptable, portable, and scalable. It is a major reason why our customers enjoy the benefits of voice without the drawbacks inherent to customized point solutions.

The Enterprise Voice Architecture delivers flexibility and control in many areas that are often not the focus of attention when a voice solution is first selected – but which make a huge difference when you want to evolve your operation in some way. Voice solutions that don’t have such an architecture either cannot support certain future changes – or do so at a high price and with a lot of programming, testing, and debugging paid for by the customer.

You need voice software that was engineered for change. Adaptability is a prerequisite to realizing the lowest possible TCO and best return on voice, because the cost of change can often be higher than expected. The Enterprise Voice Architecture has several components that address this issue:

- **Universal Configurability** – a capability that allows new voice solutions to be created from the same palette of relatively few software building blocks called VoxBlocks, using graphical tools instead of writing custom code.
- **Voice Portability Assurance** – the ability to operate your Voxware 3 voice solution on a new certified mobile device, or move it to a different Operating System or DBMS – without making any coding changes.
- **Enterprise Voice Manager** – the ability to scale your voice operations across multiple warehouses while retaining centralized command and control – without making any coding changes to your voice solutions.

## Return on Voice

Best in class companies realize that voice technology should adapt to the needs of the enterprise, not vice versa. Return on voice includes not only the immediate gains in productivity and accuracy that pay for your investment – it also encompasses long-term cost of ownership as your operation evolves.

Voxware 3 is the only packaged software solution on the market that combines voice applications, toolset, and adaptive framework to maximize return on voice by giving you choices and control.