

CLICK REPLY™ VOICE RECOGNITION MODULE

Despite the significant achievements in modernizing the operations of Warehouse Management Systems, it is only nowadays that a fundamental issue is addressed in the correct way: the way in which operators communicate with the warehouse information system. Click Reply™, the Reply's Supply Chain proprietary platform, integrates an innovative solution for managing "hands-free" and "eyes-free" systems, based on the Vocollect™ technology, world leader in voice recognition systems for industrial and warehousing applications.

The interaction with WMS typically involves the input of a significant amount of data: it does not matter whether data is entered via the keyboard, optical scanner or other devices; in all cases, this operation potentially slows down the whole operating process and in some cases it generates errors.

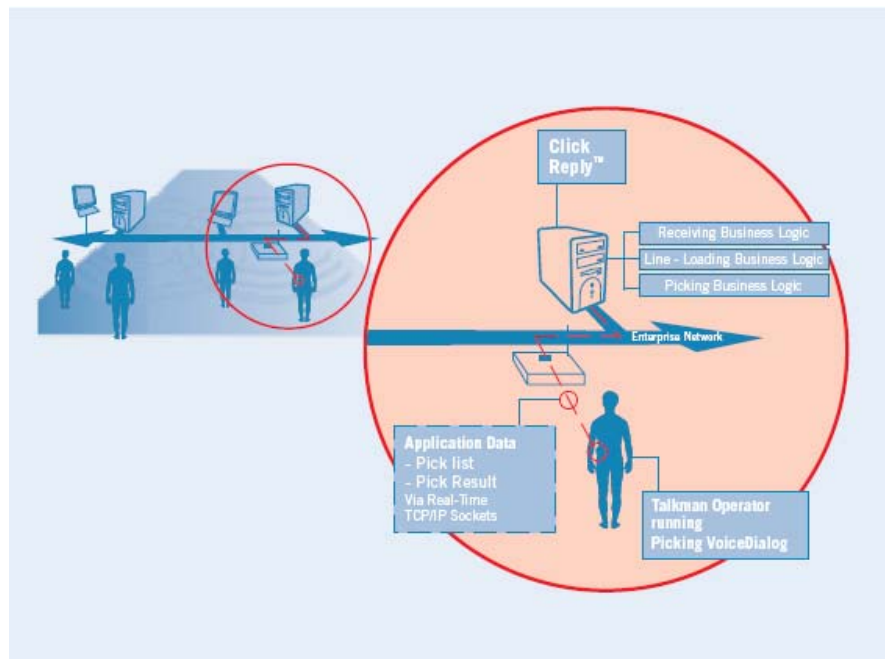
The adoption of vocal recognition based technologies represents a true revolution in logistics processes. It may be used to manage critical applications in distribution centers, such as collection and shipment of goods, but also in activities such as receipt and quality control; in general, for all applications in which operators find it quicker and more efficient to speak rather than to insert information in a terminal or on a paper form.

Nowadays vocal systems are used in a growing number of distribution centers, factories and other workplaces where data vocal communication is easier and more useful than the traditional methods of data entry; environments where a more rapid and accurate performance of operations will result in operational savings, greater productivity and increased performance and results.



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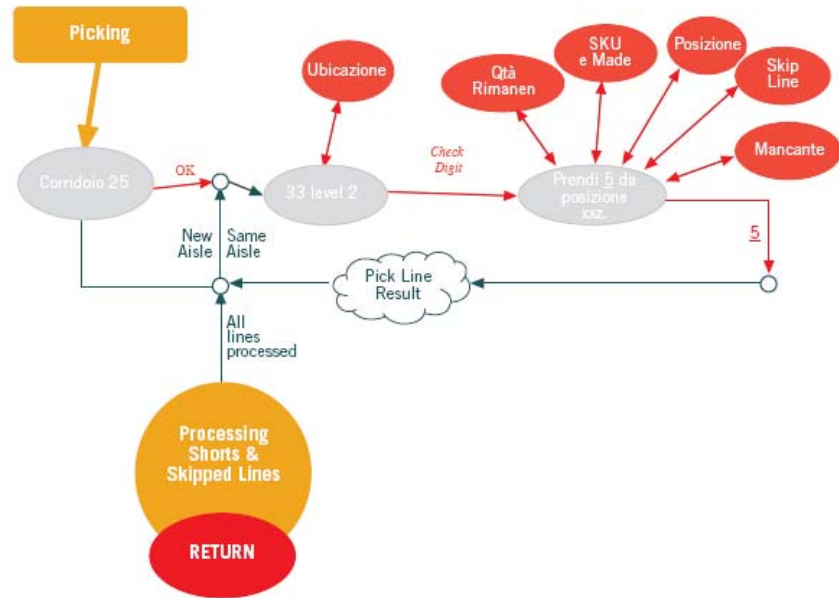
Through a specific Voice Recognition module, Click Reply™ integrates the Vocollect™ vocal System in a transactional way, thus allowing a real time dialogue between warehouse operators and the Warehouse Management System, avoiding any form of manual data input.



Operators are equipped with terminals which receive data directly from the Click Reply™ VM module and convert them into vocal orders; the replies of operators are then converted into digital form and redirected to the system in real time.

Operators may receive instructions, confirm the correctness of their work, report errors, all this by simply speaking and listening to the warehouse management system through a headset, microphone and an RF terminal attached to the belt.

In order to carry out their tasks, operators no longer need to read computer screens, palm displays or spreadsheets, nor need they to handle further devices: as a matter of fact, vocal systems are intended for hands-free use, with no visual control of operations.



Thanks to the Voice Recognition module, Click Reply™ is able to manage the information flow in real time with warehouse operators, thus streamlining operations, in a totally natural way.

The warehouse operating processes which can significantly benefit from the use of vocal technology and achieve high ROI are:

- ♦ **Case Picking**
- ♦ **Piece Picking**
- ♦ **Pallet Picking**
- ♦ **Cross-Docking**
- ♦ **Cycle Counting**
- ♦ **Inventory**

However, we advice to also consider carefully the following operating processes, since through vocal technology it is possible to achieve significant operating advantages, both in terms of quality and time:

- ♦ **Put-away**
- ♦ **Shipping /Receiving**
- ♦ **Loading**
- ♦ **Bulk Transfers**
- ♦ **Replenishment**
- ♦ **Sorting returned goods**

OFFER

The @logistics Reply offer is developed around four main business lines:

- Creation of Application Solutions based on its Click Reply™ proprietary suite, developed according to the most innovative and consolidated information technologies, able to ensure the complete visibility and traceability of logistics processes. The Click Reply™ suite, designed on a fully Web based architecture, consists of the following modules:
 - Click Reply™ Warehouse Management
 - Click Reply™ Transportation Management
 - Click Reply™ Proof of Delivery
 - Click Reply™ Shop Floor Control
- Logistics Consultancy and Proof of Concept, on processes, resources and the new technologies available on the market: RFID, Vocal Technologies and Mobile Devices
- Back End, Networking and Front End infrastructure planning
- Facility and Application Management of the solutions, regulated by operation and qualitative SLAs



@logistics Reply is the Reply Group company that, in the field of Supply Chain Execution, offers its clients a wide range of state-of-the-art services and solutions, ranging from the logistics process design to the planning of turnkey application solutions, up to the introduction of new innovation technologies.

@logistics Reply bases its execution logistics integrated solutions on its Click Reply™ proprietary suite. Over 200 companies and over 8000 users utilize and integrate solutions based on the Click Reply™ suite in their logistics Value Chain.