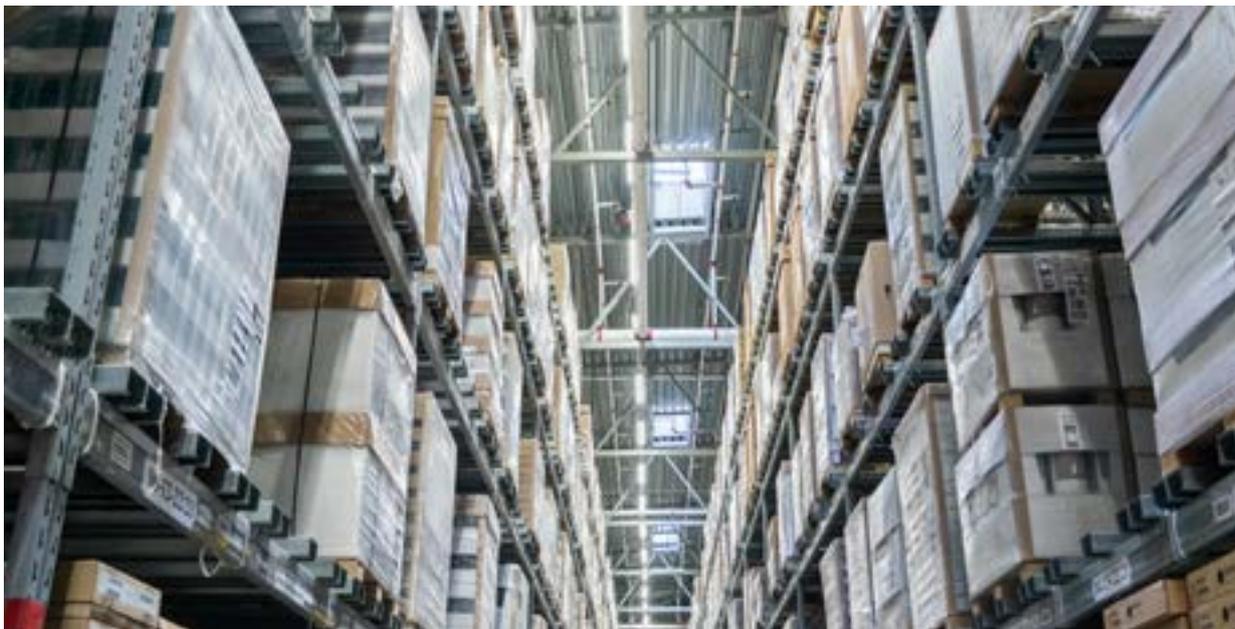


Körber implement Voice at Nisa and boost operations



Nisa Installs Voice hardware and reaches its highest levels of efficiency.

Nisa is a unique member owned organisation, helping independent retailers remain competitive in the food and drink market. Its members benefit from a comprehensive support package from the Member Support Centre in Scunthorpe, UK, which includes a strong trading team and all the support services retailers need.

Nisa represents in excess of 1140 registered shareholders operating over 3,000 stores and is flexible; enabling them to trade under their own fascia, to join the ever expanding Nisa symbol group or to choose the new alternative fascia, Loco.

The company has adapted over the years to further meet its members' needs, including the opening of a new depot at Livingston in 2011, to provide an enhanced service to its Scottish and Irish members.

Nisa operates in partnership with DHL, who run their four main depots (Stoke, Scunthorpe, Harlow and Livingston) and a series of out-base locations (Aberdeen, Inverness, Belfast, Spennymoor, Avonmouth, Plymouth, Isle of Wight).

The company dispatches some two million cases per week, which covers approximately 13,000 lines across temperature controlled and ambient environments. Its distribution network comprises 3,500 members and covers all but one postcode area in the UK.

Features and benefits

- **Fast implementation**
- **Decreased error rate of 14%**
- **Accuracy rate increase to 99.6%**



The Challenge & Solution

Dave Kopke explains, “The Honeywell Vocollect offering was evaluated against its only rival in the first instance, in 2002, and based on a scoring system involving IT, logistics, and operational staff, the consensus was that the Honeywell Vocollect T2 was the best option. We worked with Voiteq to come up with the best overall solution for the business and involved all staff in the entire process.

Körber were able to provide the best voice knowledge on the market and by adding its Voice solution, we were also able to benefit from a seamless integration to our WCS WMS as well as increased visibility from K.Sight.”

Kopke continued: “Since installing the T2 Talkman devices in 2002, all of our voice upgrades and replacements have involved operatives evaluating as many voice-enabled devices as possible; this ensures that they get the best solution to fit their needs. The last time this happened, the T5 was selected above devices from other device providers.”

A significant increase in productivity and accuracy was seen almost immediately after the first implementation of the technology. As a result, claims dropped significantly and took the operation to its highest ever levels of customer satisfaction.

Continuing its desire to constantly innovate and further improve its service levels Nisa chose to upgrade to Honeywell Vocollect’s newest A700 platform and deployed Honeywell Vocollect A730 devices, with end scanners, and the SRX-2 headsets in their high-value goods area in August 2014.

“Analysis shows that our colleagues have gained an additional 1.5 cases per hour in our high value picking zone. Over the course of an average week this gives us an estimated saving of 10 working hours. We have also seen a decline in error rate. Measured in errors per day, this has declined by nearly 14%.”

Rob Cocoran
Operations Manager, DHL



The Honeywell Vocollect A730 device contains an integrated short-range scanner, which enables workers to use both voice direction and scanning. It is small and easy to un-holster for occasional scanning. A worker can even scan hands-free by speaking a voice command to activate the scanner when moving boxes with labels past the scan target while the Honeywell Vocollect A730 rests on a worker’s belt.

Designed to deliver consistent performance and ease of use the imager is equipped with a red scanning line and highly visible pointer to facilitate successful scans in darkness or full sunlight. Its corner framers make image capture and multi-code reading intuitive. Transitioning to the Honeywell Vocollect A730 is easy for employees to learn and use.

Previously, operators working in the high value area had to read in the last 5 digits of the EAN code. The upgrade to the A730 solution has seen extremely positive results in just a few months. There have been further increases in productivity and accuracy in an area that was already running at high levels.

The benefits are significantly helping to further increase service levels to Nisa’s customers. Vickers said: “Our gross accuracy rate, by which we measure DHL’s accuracy across all warehouses, is at an all time high. Our accuracy rate for 2015/16 has been confirmed at 99.96%.

This is due to a combination of closer management of trends but is also due to the efficient ways in which the voice system operates. Clearly getting the members what they order first time and in full is key to promote healthy sales and encourage footfall in stores as customers know the shelves will always be stocked with full ranges of goods.



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The Future

Although at this point in time there is no specific plan for the future, voice is seen as an important element of the innovative approach on which Nisa prides itself. Lee Vickers concludes: “Voice is very much part of our present and future strategy due to the efficiencies it brings, Nisa is at the forefront of technological advancements in all areas and we are very keen to work with and explore these in the future.”

Your Logistics Partner

Nisa has been working with Körber since 2003. Since this time, Körber has provided guidance and support to ensure that Nisa is getting the most from its investment in Honeywell Vocollect and Voiteq technology.

Dave Kopke said: “Körber keep us informed of the latest developments from Honeywell Vocollect, and the direction that the technology is being driven in. In addition, Körber is responsible for ensuring that we have everything that we need to implement our projects. They will also provide an onsite support for large projects, where we feel that direct support is necessary.”

Features and benefits

- **Increased productivity gains**
- **Significant accuracy improvement**
- **High user acceptance**
- **Ease of training (both permanent and temporary staff)**
- **Improved operational visibility and control via K.Sight Data Analysis**
- **Full collaboration of Nisa and Körber teams**

