

Körber Supply Chain

Master Class Series

Today's Class-
Enhancing SAP supply chain logistics
with voice solutions



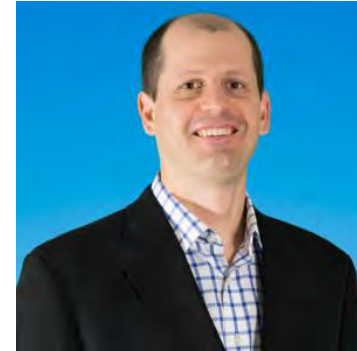
Speakers



Thomas Goldsby

Professor

James A. Haslam, II Chair of Logistics
The University of Tennessee Knoxville



Anton du Preez

Sales Director

Körber Supply Chain

Supply Chain Master Class: SAP Supply Chain Excellence

Why are we here? What are we trying to accomplish?

Class Schedule:

- September 29: SAP Supply Chain Logistics: Best Practices for Implementation
- October 1: Migrating from SAP WM to SAP EWM – key considerations for your project
- October 6: SAP EWM in the Cloud – how to pick the best deployment option for your business
- October 8: Automating your Warehouse with SAP EWM and SAP MFS
- October 13: Enhancing SAP supply chain logistics with voice solutions

Master Class Series – On-Demand

- *Addressing Labor Challenges*
- *Cold Storage Trends*
- *Warehouse Technology Excellence*
- *Workplace Efficiencies and Safety*

Körber Supply Chain

**Master
Class
Series**

Housekeeping

- All phone lines are muted
- Recording of today's class and slides will be emailed to you within 48 hours

Questions:

- Ask questions during today's class in the GoToWebinar Questions window
- Questions will be addressed at the end of today's class or we will follow up with questions via email after class

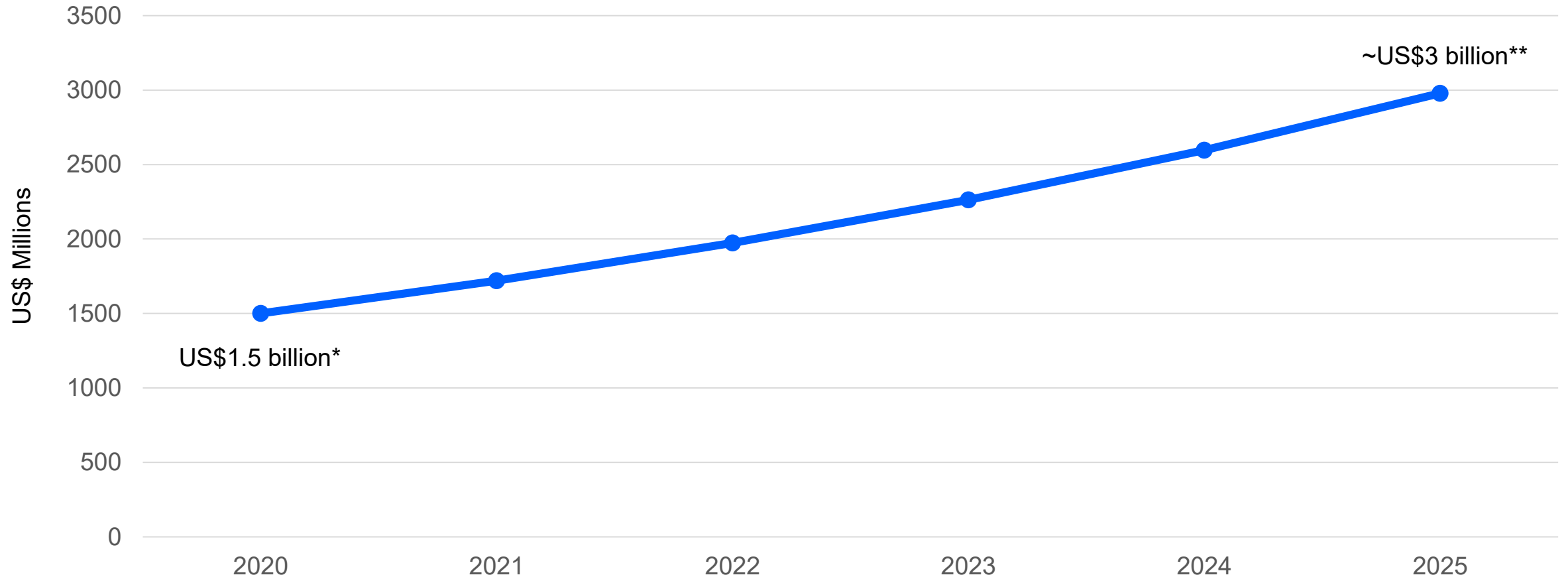
Handout:

- Voice and SAP – what your IT team needs to know

Dropping Paper / Picking Up Voice



Global Market for Voice-Directed Warehousing Systems



*Of the US\$7B W/H Order Picking Market

**14.7% CAGR over the next five years

Compelling Reasons for Seeking Voice Directed Work



- Productivity gains, **up to 35%**
 - NOTE: **Order picking accounts for 50-55% of warehouse operating costs**
- Accuracy improvements, **up to 85%**
- Training time reduction, **up to 50%**
- Worker satisfaction and tech adaptability
- Employee turnover reduction, **estimated at 50%**
- Safety enhancement and damage reduction

Tailar Kennedy (June 17, 2020)
What is Voice Picking? Supply Chain Technology Blog
Körber Supply Chain

Connecting the DC floor with your SAP system

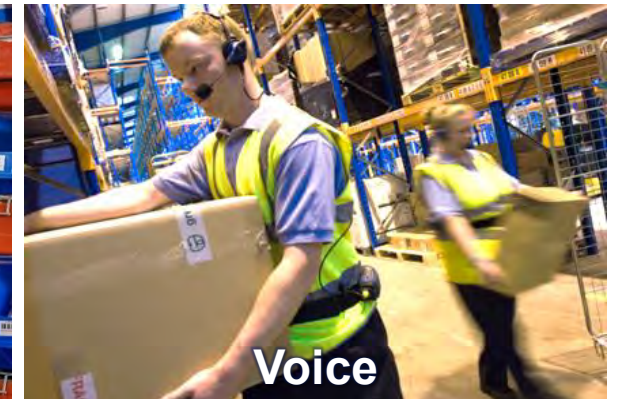


DC's face growing omnichannel complexity and order fulfillment challenges

Seamlessly and efficiently connecting your SAP WM/EWM with your shopfloor can drive gains in productivity, accuracy, comfort and safety

A range of technologies are available, and these can be integrated with SAP in several ways

How can you get the best result for your business and your people?



What do we mean by “Voice” and “Vision”

Voice

- Voice-directed work is the use of **structured dialog** to guide users through **application-specific workflows** and **capture data** that improve **accuracy, productivity and safety**.



Vision

- Vision guided work is the use of **heads-up displays and augmented reality** to guide users through **application-specific, data-rich workflows** that improve **accuracy, productivity and safety**. Often **combined** with data capture technologies such as **scanning**.



Integration with WM vs EWM



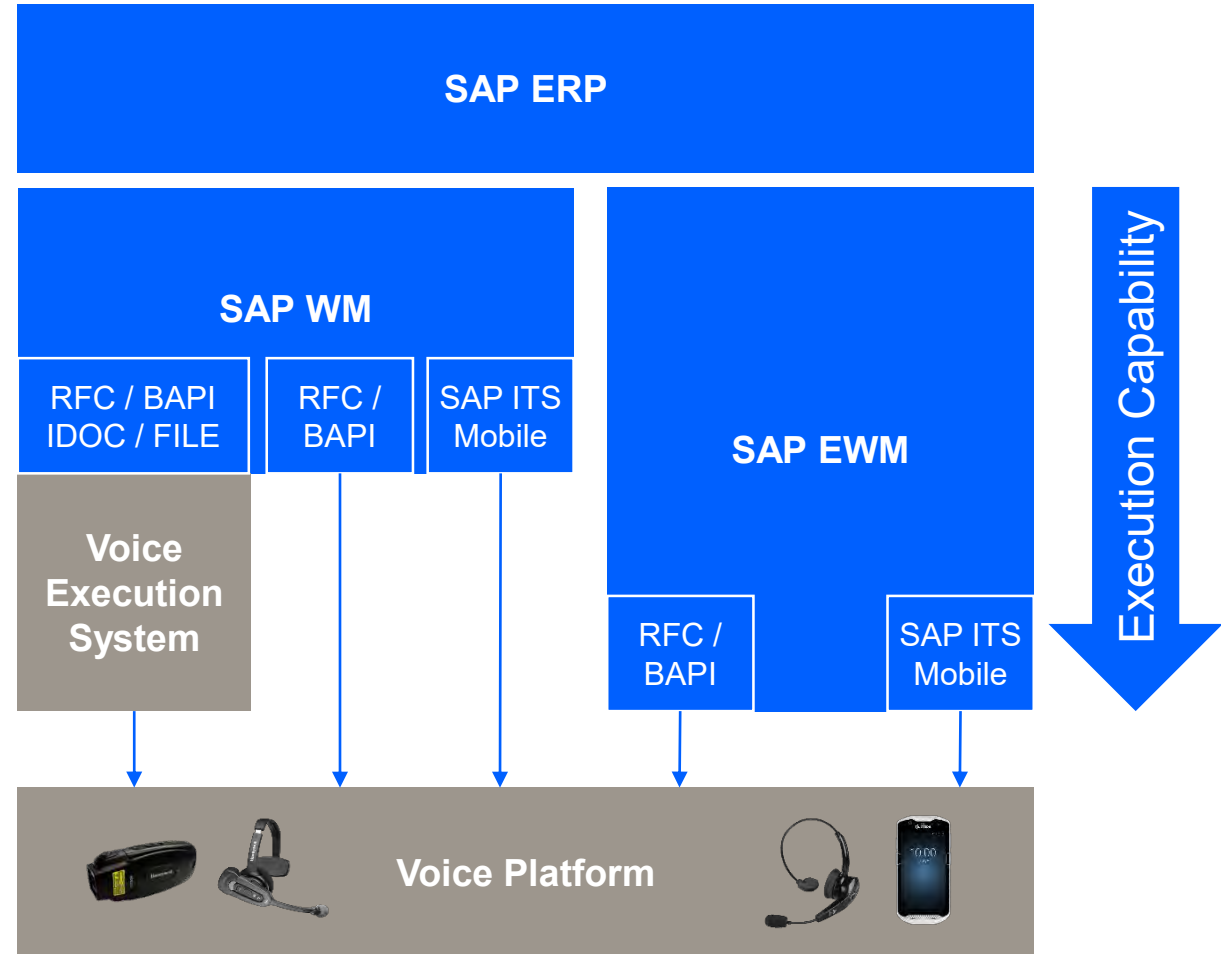
In 2027, SAP will “sunset” the previous versions of its warehouse management system

Customers on WM should be planning migration to EWM or already underway

A range of integration options exist to add voice capability to your SAP WM or EWM system

- Selecting the best option depends on your current systems, operational processes and IT strategy

Ensure that you have a proven, robust voice platform to underpin the user experience and the business case



Enhancing SAP with Voice: Considerations (1)



How can voice improve your current processes

- At its simplest, voice can bring hands-free, eyes-free benefits to your current process. It is also an opportunity to drive additional gains by re-engineering your processes. Ensure the end goal is clear and maximize the return. WM typically has a greater opportunity for enhancement.

Are your processes currently set up and running through SAP ITS Mobile

- ITS Mobile can enable simple, direct voice integration with SAP. If process re-engineering offers limited gains and ITS Mobile is in use, consider voice-enabling the current screens.

The need for “real-time” data exchange

- A direct integration will enable real-time data availability within the SAP system. The indirect integration may operate on a small delay, ranging from a few seconds to a few minutes depending on the system.



Enhancing SAP with Voice: Considerations (2)

Availability of IT resources

- Direct integrations are often supported with SAP capable resources, where indirect integrations are supported by non-SAP resources.

Full control of the voice process from ABAP

- Some integration options allow the voice process to be defined and directly managed from within SAP, including logging and localisation.

The strength of Wi-Fi connectivity, or the ability for workers to work off network for extended periods of time

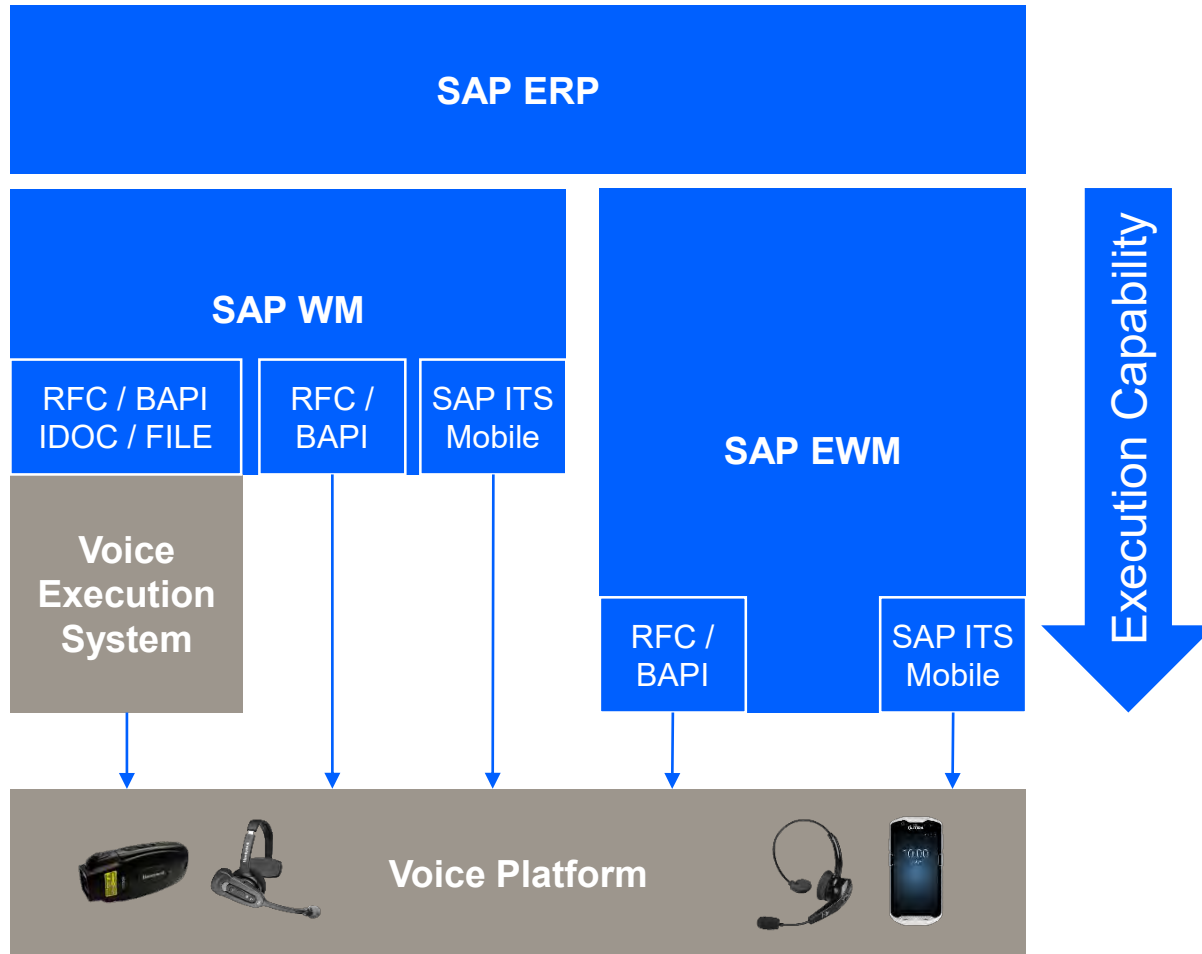
- A direct integration relies on a strong Wi-Fi connection to transmit the orders from the WMS system to the worker. An indirect integration can provide tasks in bundles, allowing workers to function without Wi-Fi for significant periods of time.

Location and depth of metrics and records

- Data from a direct integration needs to be created and retained within SAP. An indirect integration can store more granular information in the middleware system.



Why Voice?



- Productivity gains, up to **35%**
- Accuracy improvements, up to **99.9%**
- Training time reduction, up to **50%**
- Worker **satisfaction** and tech adaptability
- Employee turnover reduction, estimated at **50%**
- **Safety** enhancement and damage reduction

Questions & Discussion

Next Supply Chain Master Class Series



Disruption Mitigation

Warehouses today are under increased pressure to be able to maintain efficiency regardless of outside factors. However, when major disruptions to the supply chain happen, like product shortages or pandemics like COVID, many operations can be left struggling to keep up. Join us for this Master Class series on Disruption Mitigation to learn how the latest technologies and processes can help prepare your operation for whatever challenges it may face.

Session Dates: October 15, 20, 22, 27

