

Perfect Match: Multi-Order Picking and Pick-by-Voice

Cosmetics Manufacturer ARTDECO Optimizes E-Commerce Shipping with LYDIA Voice

A broad portfolio, small-scale products, orders with few items, and high customer expectations for delivery times: The fulfillment process in the B2C business must meet diverse demands. At the same time, quality standards are high, as picking errors can lead to costly returns and decreased customer satisfaction. To optimize its e-commerce operations, cosmetics manufacturer ARTDECO has implemented LYDIA Voice, the pick-by-voice solution from EPG (Ehrhardt Partner Group). The picking solution replaces an outdated voice system at both of the family-owned company's logistics sites and enables employees to process up to 48 orders simultaneously thanks to multi-order picking.

For the past ten years, ARTDECO cosmetic GmbH has relied on pick-by-voice technology for order picking across its two logistics centers in Karlsfeld and Bergkirchen, which cover a total of 10,000 square meters of warehouse space and handle around 5,700 different items. However, due to increasing downtime with the previously used voice system, the company sought a more technologically advanced alternative. The requirements for the new solution were extensive: it had to support the planned switch to a 5 GHz Wi-Fi network, run on the Android operating system, and integrate easily with the existing warehouse management system. Another critical factor was reliable voice recognition, regardless of pronunciation, accent, or dialect, so that seasonal staff could quickly become operational without lengthy voice training.

Staff Tests LYDIA Voice in Parallel Operation

The cosmetics expert first tested LYDIA Voice in real-time with one device in the live environment. Süleyman Yanik, Deputy Logistics Manager, personally handled order picking with the test device and was quickly convinced: "The system runs more smoothly than our old one. The work process was significantly faster." His colleagues in the warehouse confirmed this initial impression. In comparing both systems, they also praised the increased freedom of movement while working with the wireless headsets. "After just a few days, our staff only wanted to work with LYDIA," Yanik noted. To avoid downtime, both voice systems operated in parallel during the gradual transition in Karlsfeld. The switch in Bergkirchen followed afterward.

Pick-by-Voice and Multi-Order Picking: The Perfect Duo

While large orders for drugstores are still picked using handheld scanners, LYDIA Voice is primarily used for online orders and smaller direct deliveries to stores. Each year, ARTDECO processes around 25,000 to 30,000 shipments, most containing only a few items. Here, ARTDECO benefits from the combination of Multi-Order Picking and Pick-by-Voice. By processing multiple orders simultaneously, walking distances are optimized, while voice control ensures focused and precise work. Employees receive instructions via headset on the quantities to pick, which are then confirmed by voice command. At the same time, a put-to-light display installed on the picking cart indicates which items should be placed in which box. This integrated solution allows for nearly error-free order picking, ensuring high process quality. "Our error rate is in the per mille range," confirms Frederik Wolff, Logistics Manager at ARTDECO.

Reliable Voice Recognition Without Training

At both locations, employees from various nationalities work together, resulting in diverse language skills and accents. This is where LYDIA Voice excels—the smart pick-by-voice system can be used by any picker without prior voice training. New employees simply log in to the system and are immediately productive. "This wasn't possible with the previous voice system. Anyone wanting to use it, had to go through a 30- to 40-minute voice training session first," adds Yanik.

ARTDECO is thoroughly satisfied with its new pick-by-voice system. "Our employees are happier, new staff can be trained faster, and we're seeing significant improvements in process efficiency," Wolff summarizes. "Switching to pick-by-voice was one of the most important decisions in our company's history. And with LYDIA Voice, we made the best choice."

Date: 24. October 2024

Characters: 4,121 Characters including spaces

Picture 1: For the past ten years, ARTDECO cosmetic GmbH has relied on pick-by-voice technology for order picking across its two logistics centers in Karlsfeld and Bergkirchen, which cover a total of 10,000 square meters of warehouse space and handle around 5,700 different items.

Picture 2: The cosmetics expert first tested LYDIA Voice in real-time with one device in the live environment. Süleyman Yanik, Deputy Logistics Manager, personally handled order picking with the test device and was quickly convinced: "The system runs more smoothly than our old one. The work process was significantly faster."

EPG – Smarter Connected Logistics

EPG is a globally leading provider of a comprehensive Supply Chain Execution Suite (EPG ONE™), employing over 1,000+ people across 23 locations worldwide. The company offers its more than 1,600 customers a range of solutions, including WMS (Warehouse Management Systems), WCS (Warehouse Control Systems), WFM (Workforce Management), TMS (Transportation Management Systems), and voice solutions to optimize logistics processes, from manual to fully automated environments. EPG's solutions cover the entire supply chain, from warehousing to road transport and airport ground and freight handling. With the EPG AES™ Aviation Execution Suite, EPG provides a complete solution for airport logistics and ground handling. Additional services such as logistics consulting, cloud services, managed services, and logistics training through its in-house academy complement EPG's comprehensive offerings.

Company Contact

Dennis Kunz • Ehrhardt + Partner GmbH & Co. KG
Alte Römerstraße 3 • D-56154 Boppard-Buchholz
Tel.: (+49) 67 42-87 27 0 • Fax: (+49) 67 42-87 27 50
E-Mail: presse@epg.com • Internet: www.epg.com

Press Contact

Thor Riemschneider • BFOUND GmbH
Alte Römerstraße 3 • D-56154 Boppard-Buchholz
Tel.: (+49) 67 42-87 27 50 00 • Fax: (+49) 67 42-87 27 50
E-Mail: thor.riemschneider@bfound.com • Internet: www.bfound.com