

Seamless Communication for Multinational Teams

AI-Powered Real-Time Translation Impresses Industry Experts

In an era of skilled labor shortages, innovation is key. One of the world's largest industry trade fairs, drawing around 70,000 visitors from over 40 countries, provided the perfect stage for a groundbreaking advancement in multilingual workplace communication. At LogiMAT 2025, the voice technology experts at EPG (Ehrhardt Partner Group) unveiled LYDIA Live Translation, a revolutionary real-time translation feature that works independently of specific hardware. Supporting over 40 languages, it enables seamless, error-free communication—setting a new industry standard. Companies with dynamic workforce structures showed particular interest in this AI-driven solution, which not only boosts productivity but also enhances employee engagement and streamlines onboarding for new talent.

Whether in logistics, manufacturing, production, or maintenance, multinational teams have long been the norm. However, many employees do not always speak the same language, leading to communication barriers that can impact efficiency and work quality. In order picking, for example, language barriers result in longer training periods, increased coordination efforts, and higher error rates. LYDIA Voice has already taken a comprehensive approach to addressing this challenge with the introduction of Multi-Language Recognition. This multilingual Pick-by-Voice solution flexibly detects various languages and delivers voice instructions in over 60 selectable output languages.

Now, with LYDIA Live Translation, the pioneers of voice-controlled order picking are taking innovation to the next level. The system acts as a real-time translation assistant, enabling seamless, free-flowing conversations in over 40 languages—offering a unique advantage unmatched by any other voice system.

Local Speech-to-Text: A Key Advantage

With LYDIA Live Translation, communication within multinational teams reaches a whole new level. This innovative system allows employees to speak in their preferred language while their speech is translated in real time—without requiring any modifications to existing infrastructure or warehouse hardware.

The process begins the moment an employee speaks in their native language. The system instantly detects the language and converts it locally into text. This text is then transmitted to a central service hub, where it is quickly and reliably translated into the recipient's target language. Thanks to local speech-to-text processing, translation happens with minimal delay—a crucial advantage over other systems. Finally, the translated text is delivered in the target language, either as a written message or spoken output.

The Success Story Behind the Innovation: A Partnership with ROSSMANN

The driving force behind the development of the Live Translation feature was a close collaboration with ROSSMANN, Europe's largest drugstore chain and a long-standing partner of EPG.

"In our ROSSMANN logistics operations, 4,150 employees from 88 different nationalities work across 11 locations in Germany," explains Hendrik van Duuren, Managing Director of Logistics at ROSSMANN. "We are well aware of the challenges that come with multicultural teams and understand the importance of effective communication. LYDIA Live Translation enables our employees to work and communicate in their native language, significantly improving interpersonal interactions."

"LYDIA Live Translation takes productivity to the next level: New employees are ready for work in no time, language barriers disappear, and workflows become more efficient," adds Tim Just, Managing Director of LYDIA Voice. "At the same time, clear and secure communication enhances employee satisfaction and fosters long-term retention."

Date: April 1, 2025

Characters: 3.700 Characters including spaces

Pictures:

EPG – Smarter Connected Logistics

EPG is a leading international provider of a comprehensive supply chain execution suite (EPG ONE™) and employs 1000+ people in 23 locations across the globe. The group of companies offers its more than 1,600 customers WMS, WCS, WFM, TMS and voice solutions for optimizing logistics processes – from manual to fully automated logistics environments. EPG's solutions cover the entire supply chain: from warehouse and road to ground and cargo handling solutions at airports. Logistics consulting, cloud services, managed services and logistics training in the company's own academy round off EPG's comprehensive range of solutions.

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