

Outdoor Cap Boosts Productivity by 15% and Quality by 57% with EPG's LYDIA Voice

Reimagining warehouse picking in retail.

Northlake, Texas (March 10, 2026) [Ehrhardt Partner Group \(EPG\)](#), a global leader in unified supply chain execution and warehouse management technology, today announced the successful deployment of LYDIA™ Voice at Outdoor Cap. As one of North America's leading headwear manufacturers and distributors, Outdoor Cap navigates constant shifts in product mix and volume to serve major retailers and brands across the country. The company partnered with EPG to improve user experience (UX), customer experience (CX), and efficiency, differentiating themselves in a competitive market.

The Operational Challenge

[Outdoor Cap](#) relies on its reputation as a high-quality, high-speed business partner. As its customer list expanded, they needed a smarter solution to support growth. "We evaluated multiple picking solutions," said Peel Chronister, Senior Vice President of Operations at Outdoor Cap. "The priority was improving the customer experience and speed to market, but it was also extremely important that the solution was scalable." The company opted for LYDIA's Prove-It Program to test LYDIA's software in their own warehouse. They were able to test the software and hardware with their existing systems to evaluate the user experience and potential ROI. The system stood out for its intuitive platform, strong speech recognition, and ability to integrate seamlessly with existing their existing set-up. A decision favoring LYDIA Voice soon followed.

Rapid Adoption and Results

Together, EPG and Outdoor Cap configured voice workflows that aligned closely with existing processes. The intuitive outcome dropped training times and empowered new hires to onboard quickly during peak periods. "Working with EPG was very collaborative," Chronister added. "The process was well structured, and you can tell they've done this many times before. They made the transition to voice so smooth."

Once [LYDIA™ Voice](#) was in place, the impact on daily performance was immediate. "In our first year of using LYDIA, our team experienced an incredible 57% improvement in overall quality," says Chronister. "We made significant gains in pick accuracy, which led to a better customer experience." At the same time, workers gained confidence and productivity increased, supporting faster fulfillment and stronger service levels. "We experienced a 15% productivity jump, which meant speed to market and customer experience greatly improved as a result of implementing LYDIA."

Press release

Today, LYDIA™ Voice plays a central role in Outdoor Cap's warehouse operations, supporting not only current performance but future growth as well. The voice-driven workflows provide the flexibility needed to adapt to changing demand patterns, evolving workforce dynamics, and new optimization initiatives as the business continues to scale. Using the configuration settings, Outdoor Cap is empowered to adapt and update workflows at will, without needing IT intervention or external support.

Built for What's Next

As Outdoor Cap continues to evolve its distribution strategy, LYDIA™ Voice provides a scalable foundation for ongoing optimization. The solution strengthens daily execution while offering flexibility to meet changing demand and workforce dynamics. "With LYDIA Voice, we're set up not just for where we are now, but where we're going," Chronister said.

"Retail and branded manufacturers like Outdoor Cap operate in environments where speed, accuracy, and workforce agility directly impact customer loyalty," said Jett Chitanand, President of EPG Americas. "What stands out in this partnership is not just the measurable gains in productivity and quality, but how quickly those results were realized. LYDIA Voice enables organizations to scale performance with confidence, empowering teams on the floor while strengthening service levels across the supply chain."

Learn more about [Outdoor Cap's implementation of LYDIA Voice](#) and visit epg.com to learn how EPG enables smarter connected logistics for organizations worldwide.

About EPG – Smarter Connected Logistics

Ehrhardt Partner Group (EPG) is a global leader of unified supply chain execution technology, supporting global brands for over 35 years with smarter connected logistics. Over 1,600 organizations around the world put their trust in EPG and its suite of solutions to optimize complex logistics processes from manual to fully automated warehouse environments. EPG ONE™ unified supply chain software centralizes WMS, WCS, WFM, voice solutions, multi-carrier global shipping execution, intelligent route optimization, dock management, contract and billing management, and supply chain control tower, enabling integrated supply chain and logistics management from end-to-end. To learn how EPG powers smarter connect logistics for organizations worldwide, visit epg.com.

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