

Motivation, Process Reliability, and EPG AURA

LYDIA Voice at LogiMAT 2026

Order picking remains one of the most labor-intensive and quality-critical processes in intralogistics. Rising performance requirements, increasing time pressure, and the ongoing shortage of skilled labor are raising expectations for stable operations as well as for employees' day-to-day working conditions. At the same time, there is a growing need to make operational processes more transparent and to support decisions with data. In this environment, voice-directed systems must deliver far more than pure efficiency gains. Alongside process reliability and ease of use, the focus is increasingly on how employees can be meaningfully supported in their daily work and how processes can be developed in a stable, sustainable way over the long term. How voice solutions can be rethought against this backdrop was demonstrated by EPG (Ehrhardt Partner Group) at LogiMAT 2026 in Hall 4, Booth B62 with its pick-by-voice solution LYDIA Voice. At the booth, EPG's voice experts will focus on three closely interlinked topics: gamification in daily operations, the further development of the solution in version 9.3, and the new AI environment EPG AURA.

Motivation in daily operations: Gamification

Monotonous routine tasks continue to shape everyday work in order picking. At the same time, it is clear that motivation, concentration, and team dynamics have a direct impact on quality and productivity. With LYDIA Gamification, EPG addresses this connection and transfers scientifically grounded gamification approaches directly into the operational voice process. The playful elements are fully integrated into the existing voice dialog and are deliberately designed not to disrupt workflow. Progress becomes visible, personal development is supported, and shared goals are strengthened. A learning-based distance matrix identifies natural walking phases in the warehouse and ensures that gamified feedback is provided only when sufficient time is available and the operational flow is not interrupted. In this way, motivation develops alongside the process, integrated and sustainably effective.

Greater process reliability in live operations: LYDIA Voice 9.3

In addition to motivation, EPG with LYDIA Voice 9.3 specifically addresses typical challenges of existing voice installations. In many warehouses, the priority is not the introduction of new processes, but the safe and stable operation of established systems. Version 9.3 targets this need by focusing on process reliability, ease of administration, and intelligent assistance in live operations. A key element is the plausibility check of bin confirmations based on a learning distance matrix. It ensures that the picker has actually arrived at the storage location. Picking errors are thus prevented without changing the voice dialogue for employees. This additional layer of security operates entirely in the background, is implemented purely in software, and can be integrated into existing voice infrastructures. Administration of distributed voice environments has also been further simplified. Configuration changes, updates, and security-related adjustments can be prepared centrally and rolled out in a controlled manner. Especially in multi-site IT landscapes, this reduces operational effort and increases stability in ongoing operations.

A new era of supply chain execution: EPG AURA

Beyond the further development of voice processes, EPG places order picking within a broader technological context. With EPG AURA, EPG presents its new AI environment that brings together operational processes, real-time data, and intelligent assistance at a higher level. EPG AURA lays the foundation for a new quality of operational decision support. Information from warehouse, transportation, and execution is contextualized, dependencies are made visible, and decision options are prepared. This creates a link between daily operations and forward-looking, data-driven control of logistics processes.

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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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