

States Logistics Advances Picking Performance with EPG's LYDIA Voice

Boosting Accuracy, Productivity, and UX for a High-Volume 3PL

Northlake, Texas (May 12, 2026) [EPG \(Ehrhardt Partner Group\)](#), a leading provider of unified supply chain execution software, announced a successful LYDIA™ Voice implementation at States Logistics, a U.S.-based third-party logistics (3PL) provider. By deploying LYDIA™ Voice fully integrated with Infor WMS, States Logistics improved picking accuracy and elevated the day-to-day experience for warehouse associates without disrupting core systems or operations.

As a 3PL serving diverse customers, States Logistics must balance speed and accuracy across a medley of order profiles. Its customers operate at high volumes with complex distribution needs nationwide. As volumes increased, traditional RF-based and paper-supported picking processes slowed execution on the warehouse floor. “We have large line orders with lots of cases and lots of movement, so improving productivity was the bottom line,” reflects Todd Myers, Application Manager at States Logistics. At the same time, onboarding new associates was time-consuming, and fluctuating labor availability increased training demands.

To address these challenges, States Logistics partnered with EPG and ASW Global Consulting to implement [LYDIA™ Voice](#), selected for its clean, direct integration with States Logistics' Infor WMS, and the ability to be configured at the workflow level without altering core WMS logic. LYDIA™ Voice communicates directly with WMS and ERP systems, creating optimized, voice-directed workflows that guide associates smoothly through execution while allowing rapid adjustments as operational needs evolve.

Fast Adoption, Minimal Disruption

While there was initial skepticism around the transition to voice, the rollout moved quickly and without operational downtime. “I wasn’t necessarily sure how easy it was going to be,” Myers explained. “We weren’t able to shut things down for a day, so we decided to equip a few users,

let them pick with voice, and then add a couple more.” The results were immediate. “By the end of the first week, everybody was picking with voice.”

Easy onboarding and the hands-free, eyes-free nature of LYDIA™ Voice accelerated adoption and helped associates stay focused and mobile during long shifts. Noise concerns proved unfounded. “We’re not seeing any voice recognition issues,” Myers added. “We have people who listen to music on their radios and multiple pickers in the same zone, but it doesn’t matter. LYDIA Voice only picks up what its picker is saying.”

Measurable Results

With LYDIA™ Voice in place, States Logistics sharpened picking accuracy and experienced a noticeable lift in picker satisfaction. Supervisors reported fewer errors and higher pick rates across their operations while new hires enjoyed an easier onboarding experience. The system’s flexibility also proved critical during go-live and beyond. “Ideas popped up that we didn’t identify at the start,” Myers said. “But there weren’t any problems adjusting the plan.” Workflow changes could be implemented quickly without disrupting operations or reworking the underlying WMS.

A Scalable Foundation for 3PL Operations

For States Logistics, LYDIA™ Voice delivered a scalable, configurable foundation suited to the dynamic demands of a modern 3PL. With seamless Infor WMS integration and a workforce-first approach, the solution supports both people and performance, enabling States Logistics to adapt confidently as customer requirements and volumes continue to evolve.

Learn more about [States Logistics’ 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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