

Case Study

Ingram Micro

Implementing Innovative Solution to Simplify Operational Complexity

Ingram Micro (IM) is one of the leaders in technology sales and distribution. IM operates 24 distribution centres (DCs) across China supporting the businesses in 10 major cities.



There are high expectations on the fulfillment at IM in terms of productivity and accuracy. The use of paper picking could not meet the management goals. Meanwhile, manual data capturing was inefficient and delay in reporting did not reflect real time operation status. Capturing product serial numbers without a tool is a real challenge for the business.

The introduction of BetterMAN in 2019 was a perfect timing to upgrade and streamline the picking process. This investment covers not only the picking system, but also the scanning capability and real time reporting. The return on investment (ROI) of this project is less than 12 months.

Project Challenge & Approach

IM implemented the next generation BetterMAN's Voice Picking system with the aim of digitalizing the operations, simplifying picking activities and reducing turnaround time.

The full transformation requires the associates to equip themselves with voice wearable. Picking process has been simplified into one step where put-to-store can be carried out right after picking and product serial numbers can be captured simultaneously.

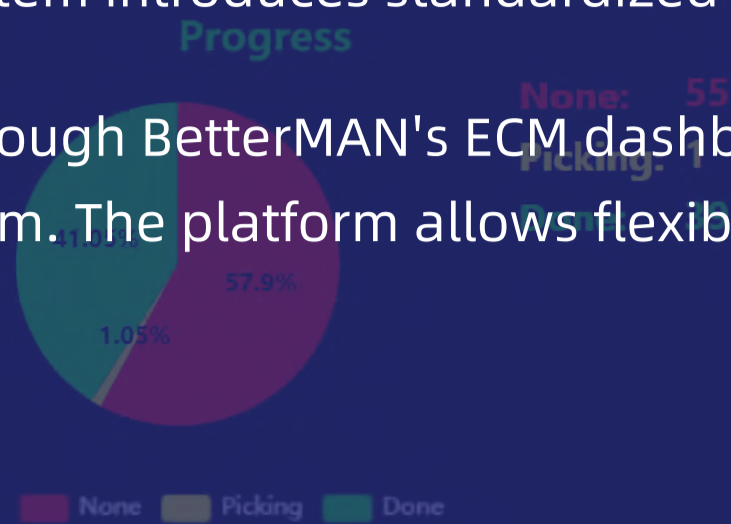


Total **96**
 Returned **38**
 Not Returned **1**

Time Today Query

The learning of voice system can be done through a short voice template training session. Meanwhile, the system introduces standardized workflows.

Through BetterMAN's ECM dashboard, the management has full visibility to effectively manage and reward the team. The platform allows flexible assignment of duties based on skills-set and pace.



Operate	Spend Time(h)	SKU Qty	Line Qty	SKU/Hour	Lines/Hour	Orders/Hour
李开奇	2.0	21	26	10.50	13.00	9.00
仇忠平	2.0	20	22	10.00	11.00	3.50
张航宇	2.0	5	8	2.50	4.00	0.50
赵远磊	2.0	5	7	2.50	3.50	2.00
戚志尉	2.0	3	3	1.50	1.50	1.00

Business Results

- Increased picking productivity by at least 30%
- Achieved accuracy of up to 99.99%
- Eliminated manual capture of serial numbers
- Improved employee morale through incentive system
- Decreased training time
- Reduced work injuries



Customer Feedback

"This is definitely the most value-for-money investment we had so far where we were able to implement voice (combining picking and put-to-store) and capture product serial numbers at the same time. We achieved two missions in one single project through the support and consultation from Richvoice."

"The time we save on capturing the serial numbers electronically has been a game changer to our operations. The hassle of verifying the serial numbers we manually captured is history. We gain at least 50% productivity in this step."

Company Profile



Shanghai Richvoice Technology Co., Ltd. is a global leader in voice picking solution, BetterMAN Voice Picking Solution is a product from Richvoice for enhancing logistics centres and warehouse operations.

This innovative solution is specially designed for distribution centres and has been recognized as an effective, efficient and advanced technology in many countries, suitable for picking, route optimization, personal performance, put-to-store, replenishment, put-away, cycle-counting, cross-docking and other warehouse activities.

BetterMAN Voice Picking Solution can significantly improve efficiency and accuracy by freeing up the hands and eyes. Moreover, it minimizes operator's walking distance through path optimization and provides labour management and incentive visualization by "gamifying" one's work experience. The system can seamlessly integrate with any WMS or ERP as well as data systems and support the widest range of mobile terminals, enabling enterprises to leverage on existing hardware for highest ROI.



For more information, please visit: www.richvoice.com