



Importaco food service

Importaco is the most important distributor of dried fruit, nuts and mineral water in Spain, and one of the main distributors in Europe. It has 13 production and logistics centers, 11 offices, 5 sales branches, 1 training center and 1 technology center. The Company decides to improve its order-placement process starting from Importaco Food Service, to guarantee a quick service to its customers, restaurants and catering companies, both wholesalers and retailers.

the role of vo—ce

Importaco uses the vo—ce team, Multicode Mobile and Dacom Spain to automate order processing in the warehouse. The system, which took 6 months to develop, is integrated into SAP and was immediately liked by employees impressed by its operation and speed. Ten operators are equipped with Honeywell EDA50 terminals and BlueParrot 350-XT headsets provided by Dacom Spain. Android vo—ce runs on mobile devices natively integrated in SAP via HTTP.

last but not least

Operators training was fluid and fast. From the beginning, they perceived the solution in a positive way. In a standard procedure, operators had to leave the terminal and then take it back in hand for each order line. In a voice-guided picking, instead, hands and eyes are free, so operators reduce orders preparation time. The encouraging results came soon, after the system started: 25% increase in productivity, reduction of errors and a rearranged and optimised warehouse.