

Vocollect by Honeywell Case Study

Sysco Guest Supply

Good Things Come From Sysco Guest Supply



Voice Results

Objectives

- Keep pace with extreme peak volumes
- Manage just-in-time inventory strategy
- Accommodate hotels' lack of storage capability
- Do more with less
- Deploy quickly with minimal disruption to operations
- Increase productivity and accuracy

Application

- Voice enablement of eight different processes, moving from handhelds:
 - Order selection
 - House truck-picking
 - Parcel zone-picking
 - Zone-picking
 - Item demand/replenishment
 - Put-Away
 - Count-check (precursor to cycle-counting)
 - Item consolidation

Installation

- Vocollect Voice seamlessly integrated with Syscos' HighJump® WMS with the Vocollect VoiceLink® Enterprise Connector
- Vocollect VoiceCatalyst® and VoiceConsole® Software
- Vocollect SR -20 Headsets
- Vocollect Talkman® A500 Mobile Computing Appliances
- Integration Partner: Vitech Business Group

Results

- Total throughput increased 28%:
 - Selection – increased 22-24%
 - Put-Away – increased by 26-28%

Future Plans

- Voice for route trucks

Vocollect Voice® Delivers the Goods

Founded in 1979, Sysco Guest Supply is owned by Sysco Corporation, the global leader in selling, marketing and distributing food products to restaurants, healthcare and educational facilities, lodging establishments and other customers that prepare meals away from home. Headquartered in Monmouth Junction, New Jersey, Sysco Guest Supply is the largest full-service provider of personal care amenity programs and room accessories to the lodging industry. The company services virtually every large hotel worldwide.

And today, Sysco Guest Supply uses Vocollect Voice to help deliver on its promise to deliver good things to its customers.

The Challenge

Just-in-time deliveries to hotels amid peak volume demands

The company's key strategic business challenge is dealing with extreme peak volumes the first week of every month and during summer holidays. In the distribution side of the business, dealing with these peak times – particularly a fluctuating order velocity and the need for correct orders – is pivotal. But this is compounded by other needs.

Typically, hotels have virtually no floor space to accommodate storing amenities; they rely on Sysco Guest Supply to manage their inventory in a just-in-time fashion and send them what they need, when they need it. And, like so many other companies, there is an ever-present need to do more with less.

All of this has made Vocollect Voice a natural fit.

"We distribute a tremendous amount of personal care amenity products and room accessories to hotels and other lodging institutions all over the world. With support from our technology partner Vitech Business Group and Vocollect, using Vocollect Voice for multiple workflows in 10 distribution centers has helped us achieve significant productivity improvements and successfully address our business challenge of extreme peak volume periods throughout the year."

Jim Makowski
Director of
Distribution
Sysco Guest Supply

The Solution

No reservations, Vocollect Voice 'Fits the Bill'

Based on industry trade information, Director of Distribution Jim Makowski started seeing voice as being the right technology to help him meet the enormous task of worldwide just-in-time deliveries. His technology partner Vitech Business Group recommended he consider Vocollect Voice. After a short pilot netted tremendous initial results, Makowski made the decision to move to Vocollect Voice, and move fast. So fast, in fact, that in a one-year period he launched it into 10 distribution centers (DCs).

Says Makowski, "After the design, configuration and testing phases, our first deployment took five days. I drove the other deployments myself, and they typically took only four days to become fully operational. We successfully completed all 10 Vocollect Voice installations within nine months. This is a real testament to the ease of deployment and the power of a great partnership with Vitech and Vocollect."

Today a total of about 130 workers across 10 North American DCs use Vocollect Voice for multiple workflows. The company moves about 13 million cases per year through Vocollect Voice.

"For a mid-size company, each of our regional distribution centers selects and ships extraordinary amounts of inventory. This volume generates a significant amount of replenishments. We developed and designed a process called 'item demand'." Through our WMS and the Vocollect system, we aggregate

quantities to be selected and shipped that day, so that we can prioritize the replenishments in that manner. Additionally, we over-fill our forward pick locations (if necessary) to satisfy the demand for the day. This ensures that we are selecting everything from the home floor-level locations, while requiring only one replenishment per day.

Vocollect Voice indicates whether the worker is performing an item demand or general replenishment move as follows: 'Item demand – go to location number XX' or 'replenishment – go to location number XY.' The worker validates the location number check digit and product identifier, and is then given the quantity to select from the reserve location," says Makowski.

The Results

The Sweet Sound of Success

Sysco Guest Supply has managed an overall 28 percent improvement in throughput. Selection has improved by 22-24 percent and put-away has improved by 26-28 percent.

Continues Makowski, "In comparison to our handheld implementations eight years ago, implementing voice has been relatively seamless. Through this process, I have learned that the more distribution workflows you are able to voice-enable, the more efficient you become. Vocollect Voice has adapted well with our multicultural workforce, and employees have really embraced voice as a way to do their jobs more efficiently."



Vocollect by Honeywell Global Contact Information

Region	Phone	Email
North America:	+1.412.829.8145	info@vocollect.com
EMEA:	+44 (0) 1628 55 2900	voc_emea@vocollect.com
Asia Pacific:	Hong Kong: +852 3915 7000 China: +86 10 5957 4817 Australia: +61 409 527 201	apac@vocollect.com
Latin America:	North: +52 55 5241 4800 ext. 4915 South: +1.412.349.2477	latin_america@vocollect.com
Japan:	+81 (0)3 3769 5601	japan@vocollect.com
Singapore:	Singapore: +65 6305 2369 India: +91 124480 6738	singapore@vocollect.com

About Vocollect by Honeywell

Vocollect by Honeywell is the leading provider of innovative voice technology solutions that help companies with mobile workers run a better business. Together with a global team of over 2,000 Vocollect Certified Professionals, Vocollect enables companies to save more than \$20 billion annually through further optimization of operations, improving business decision capabilities, and delivering the industry's premier worker experience in challenging industrial environments to nearly one million mobile workers who move in excess of \$5 billion of products every day.

Vocollect integrates with all major WMS and ERP systems and supports the industry's leading handheld computing devices. Visit us at www.vocollectvoice.com.