

Vocollect by Honeywell Case Study

Nature's Best

The Natural Products Distributor



Voice Results

Objectives

- Integrate people, systems and processes to deliver timely and perfect orders
- Improve historic perfect order service levels
- Sustain company culture

Application

- Picking (cases/eaches) in three unique temperature zones

Installation

- Vocollect Voice seamlessly integrated with Nature's Best's Manhattan® 2007 R2 WMS with the Vocollect VoiceLink®
- Vocollect VoiceClient® and Voice-Console® Software
- Vocollect Talkman® T5 and Vehicle Mount Talkman Mobile Computing Appliances
- Vocollect SR-20, SR-40 and SRX Headsets

Results

- 30% productivity improvement in each pick
- 60% accuracy improvement
- Significant annual cost savings from reduction in credits
- Savings of 1,400 hours and thousands of dollars annually (through Vocollect Vehicle Mount Talkman)
- Reduced training time
- Improved safety

Future Plans

- Expand Vocollect Voice to future DCs
- Explore additional Vocollect Voice functionalities

Nature's Best: Growing Success with Vocollect Voice®

Founded in 1969 and headquartered in Brea, California, Nature's Best is the nation's largest privately-owned wholesaler-distributor of natural and organic products. Through two distribution centers (DCs) in Chino, California, and Flower Mound, Texas, the company supplies retailers throughout the western, central and southern regions of the continental United States, Hawaii, Alaska, and Asia. Its product categories include refrigerated, bulk, supplements, personal care, herbs, medicinal, pet and many others products.

Winner of Supermarket News Magazine's 2010 Technology Excellence Award and 2011 Sustainability Award for its LEED Gold-certified DCs, the company has almost doubled in growth over the past few years. Vying for business in an increasingly competitive landscape, Nature's Best has turned to best practice technology solutions to sharpen its competitive edge.

The Challenge Standardizing processes to manage growth

With rapid growth triggered by top-line sales momentum and geographic expansion, the company was at a true crossroads with its current supply chain strategies. "At that time we did have Vocollect Voice in the DCs, but it was a departmentalized option, rather than a way of doing business throughout our selection process. We changed that," says Brian McCarthy, Senior Vice President of Operations.

In consultation with its technology partner Manhattan Associates, Nature's Best leadership determined that voice was still the right technology solution to reengineer its supply chain. The company took a fresh approach and investigated voice providers in addition to Vocollect. At the point of decision, it became clear that Vocollect had the proven financial stability and platform stability to be there for the business over the long term.

"While Nature's Best has almost doubled in size over the past several years, Vocollect Voice has helped us to design and execute a safe, accurate and productive supply chain – the original driver of our deployment decision. And this investment continues to produce a payback for us."

Brian McCarthy
Senior Vice President,
Operations
Nature's Best

The Solution

Vocollect Voice: A Sound Systems Improvement Strategy

Nature's Best has over 20,000 SKUs, operating in a 24/7/365 distribution environment. Its two DCs represent 720,000 square feet in size, shipping millions of eaches and cases annually. Approximately 130 warehouse employees currently use Vocollect Voice for each- and case-picking. The DC leadership takes pride in having been a pilot site for Vocollect's Vehicle Mount Talkman solution.

"Nature's Best has a rich history of being a leader in the natural and organic space. With our evolution as a business, we knew that innovation in technology would help protect our edge in the marketplace. We needed a systems improvement strategy to make us nimble and flexible, combined with processes that could be easily replicated, and for us, Vocollect Voice was a key component of that strategy," says McCarthy.

The Results

Good Growth, Great Results

Continues McCarthy, "In our post-Vocollect world, mispicks are almost non-existent. Our 60 percent improvement in order accuracy has netted significant annual savings in credits, labor and rework, and the efficiencies gained through Vocollect Voice have boosted our productivity by 30 percent in our each-pick areas. This is an outstanding payback."

Vocollect's Vehicle Mount Talkman offering has helped the company save over 1400 man-hours and saved thousands of dollars in annual maintenance and asset costs. "In having a wireless headset with the mobile device mounted on our equipment, our employees now also have greater freedom and mobility," says Gabe Ibanez, the company's Distribution Center Systems Manager.

Training time has been notably reduced, even with a highly multicultural workforce of non-native English speakers. Safety has improved, particularly with the Vehicle Mount Talkman in use.

"At Nature's Best, we like to say that we grow everything organically, meaning our people, our processes, and our product – a true differentiator for us. Having partners like Manhattan Associates and Vocollect to meet our technology needs for highly reliable performance has helped us focus our efforts more on exceeding our customers' expectations and delivering new and fresh products to market amid our rapid growth and expansion."

Looking ahead, the company will expand with Vocollect Voice as it grows its supply chain and its distribution network.



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.