

# VO-CE



## Evaluating the Investment in the Voice Technology

“It is very difficult to evaluate the return of investment (ROI) of the "voice picking" project in accordance with the ROI method used both in Economics and Business Administration, but it is quite simple to give you an overall idea about how convenient it is to invest in such a technology. In addition, voice solutions produce a lot of intangible benefits that cannot be measured in a short time using the financial analysis of cash flows.

To have voice enabled operators you need to cover warehouses or plants with a Wi-Fi infrastructure. In the majority of cases where vo-CE is running, our clients already had such RF systems installed and no further investments in this area were necessary considering that voice picking doesn't increase the data traffic in the air. In any case, the Wi-Fi infrastructure life span is longer than that of mobile devices: about five years for Wi-Fi mobile computers and eight-ten years for Wi-Fi infrastructure. For this reason, we think it wouldn't be correct to consider the overall Wi-Fi investments (structure and mobile devices) in the voice picking project evaluation. However, as we will show you later, the pay-back of such a project is 100% guaranteed, so you can even afford to do it!

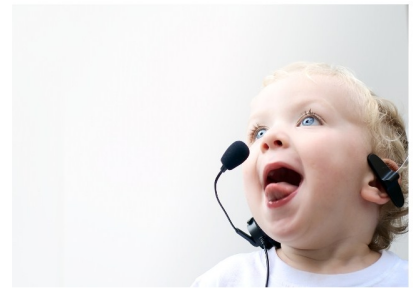
As far as the investment in mobile devices is concerned, you should consider that each team member needs to be provided with a mobile computer equipped with vo-CE software and a couple of professional headsets. Roughly speaking, this set will cost you twice the price of a simple mobile device.

It is also a good rule to evaluate the investments in:

- spare devices, maintenance or advanced replacement contracts - the typical cost in the market is of 5-20% of the device price per year;
- renewing headsets every two/three years.

Other point in the budget of the voice picking project is related to WMS or ERP integration and to voice technology deployment. If you choose the vo-CE solution, you can have an advantage of a fast and reliable integration into the existing WMS.

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Moreover, the robustness of vo-CE and the ability to be "voice independent" or "voice dependent" (with advanced functions for voice profiles creation and management) have allowed to have a very short rollout period in the projects carried out in the past.

Speaking about the rise of the “**pure productivity**”, our numbers are the following:

- improvement of 10-30%, compared to the systems with classical mobile devices with laser scanner;
- improvement of 10-20%, compared to the systems with wearable mobile devices with ring scanner.

We say "pure productivity" because we think it's correct to evaluate the investment in voice picking referring to these basic figures and leaving out other elements which are much more difficult to evaluate like increased accuracy, minimal operator training, ability to act with less skilled operators, increased safety (eyes and hands free), high versatility (thanks to vo-CE's true multimode philosophy) which we consider an extra return on investment.

Taking into consideration all that we have said above, each logistic or IT manager should be able to do a basic evaluation according to the way the company is organized (operators, shifts per day, warehouse surface) and to the type of the already existing IT infrastructure ( WMS or ERP).

In the end, it is important to underline that the multimodality of the vo-CE software allows to manage not only the classical voice picking activities, but also various operations related to material handling, like inventory, replenishment or goods entry.

We are sure that our users will find a payback period not longer than ten-twelve months”.

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