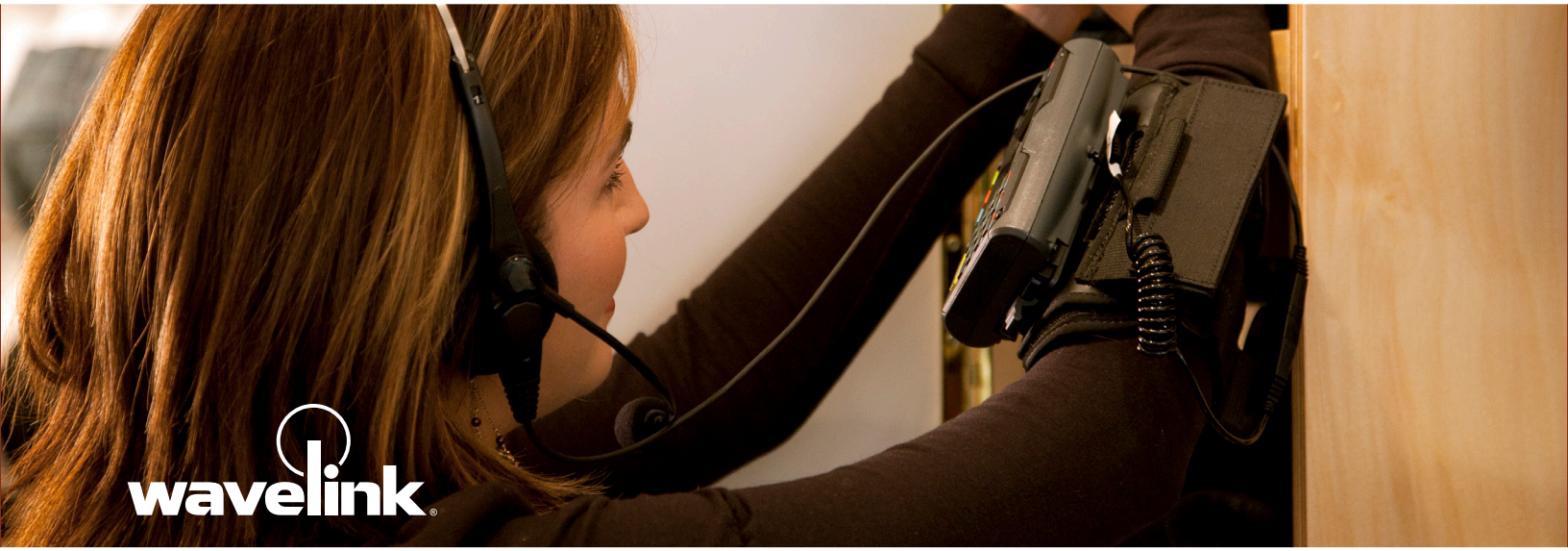
VOICE GUIDE

12 Points to a Better Voice Solution

Extending Voice Beyond Traditional Applications



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12 POINTS TO VOICE: A Summary

Adding Voice has been proven to deliver 99% accuracy and a significant improvement in productivity to warehouse applications such as data-entry, picking and processing. Voice also dramatically improves safety by allowing workers to work in a hands and eyes-free environment. Voice can now be extended beyond traditional applications like voice-picking, and improves business processes outside the four walls, such as mobile inspections, field services and yard management.

Voice and speech applications to this point have been very complex and even more expensive. Typically these legacy voice solutions have required a high performance wireless LAN, a number of networked system components like application and storage servers, and worst of all, they required you to abandon or significantly redesign your your current applications and rewrite from scratch.

Wavelink Speakeasy is changing the way businesses think about voice applications, by providing a solution that is not only fast and easy to create and implement, but at cost points that legacy voice providers cannot compete with.

1. Rapid Implementation in 30 Days or Less

Speakeasy is so easy to develop and put into production, it is realistic to have voice-enabled your current application through testing and validation and in production in less than 30 days. Speakeasy is powerful and easy to use. After a brief training session or after a couple days of Wavelink Professional Services, you will be voice-enabling and improving your apps with confidence, speed, and ease.

2. Don't Start Over, Use Your Existing Applications

With over 4 million devices worldwide using Wavelink Terminal Emulation (TE), chances are you're already using it, whether you realize it or not. As such, you have access to the Screen Reformatter that provides the ability to add speech-to-text data-entry or text-to-speech worker direction. You can add speech to your applications without ever touching the application source code. The reformatting function allows you to make your apps more visually appealing, easier to use, and easier to support. By reformatting colors, backgrounds, fonts and adding highlights screens become easier to read. Additionally, you can change the flow of screens adding to ease-of-use. All of this without touching source code.

3. Save Money While Improving Your Operations

Speakeasy costs about a third of other legacy voice solutions on the market. Fewer components like servers and on-board speech decoding mean a less complicated infrastructure. No special network requirements, no network servers to secure and maintain,; only fast, affordable speech integration for current apps.

4. Speaker Independent

Legacy voice systems typically require that you train the system for each users voice. This takes a substantial investment in time and resources to get systems up and running. It also means that user specific training files have to either follow workers as they move to other devices on the system, or create complex administration of the voice/speech systems.

Speech technology has come a long way in a very short number of years. Speakeasy is speaker independent, which means workers simply put on a headset and are immediately ready to work, without having to train the system or have trainer assistance.

5. Voice Processing Done Right on the Mobile Device

In the past, voice systems have encapsulated speech into files and then transmitted them via the wireless network to be decoded and sent back to the worker. Speakeasy does all the processing right on the device, which means that you don't need to beef up your WLAN to support voice, or keep extra servers on your network to decode speech. This extends the life of current devices by giving organizations the ability to leverage new technology, without having to buy new hardware to support it.



CLICK HERE TO SEE HOW GOYA FOODS REFORMATTED AND VOICE-ENABLED THEIR WMS APPLICATION, AND THE RESULTS THEY ACHIEVED!

6. Keep Using Your Exisiting Mobile Devices

Legacy voice solutions have required customers to use their proprietary hardware platforms. With Speakeasy, a wide variety of mobile computers used are already supported. If your mobile computers support a quality speech headset, you'll be able to make the switch. Speakeasy runs on any Windows® Embedded Handheld's, Windows® CE, Windows® XP, Windows® 7, and coming soon Android™.

7. Wavelink Speakeasy is a Global Solution

Speakeasy supports a large number of languages and dialects. A voice solution that supports multiple languages is a must in today's enterprise. Selecting Speakeasy allows multi-national companies and solution providers to choose one speech platform and use it for their applications anywhere in the world. Speakeasy can even work in some languages that cannot be displayed on the mobile computer.

8. Multi-Modal Data-Entry

Legacy voice companies tell customers that with their systems, all fields should be entered by voice. In order to voice-enter all the fields, users end up needing to put check digits and other confirmation schemes near locations to verify that workers were really where they said they were. But in reality, many of the really good workers have their check digits memorized after about three days, which means checks are out the window for the rest of the month – unless location check digits are updated every two weeks, increasing costs and complexity.

Legacy voice solutions require you to voice-enter every field because they can't do it any other way. With Speakeasy, enterprises get to decide which fields are spoken, which are read to the worker, or when it makes sense to scan a bar code. Any voice solution should allow for flexibility.

9. Session Persistence on PC, Linux, and AS/400 hosts

Due to Speakeasy's integration with Wavelink TE, each user gains the benefit of session persistence at no extra charge. It's no secret that timing can be a problem with mobile computers and certain types of host computers. Wavelink provides session persistence through ConnectPro at no additional charge. Most vendors who charge for session persistence add more complications than solutions by forcing users to run a server on the one platform they have chosen to provide. ConnectPro is available to run on Windows, AS/400, and Linux environments. No licenses or additional maintenance, just session persistence for your platform of choice at no additional charge.

10. Improve Usability of Wireless Applications with Screen Reformatter

Changing how your applications look and work is easy with the Screen Reformatter. In some instances, UI improvements to emulation screens will help improve productivity and efficiency. The Wavelink Screen Reformatter allows you to change the screens look and feel, and even the flow of data entry - without touching the host code. Capturing your screens and using technologies like screen scraping through the available "WYSIWYG" tool couldn't be easier. Best of all, there is no charge to get or use the tool; simply email us sales@wavelink.com and we'd be more than happy to get you started!

11. Speech Monitoring and Diagnostic Tools

Speakeasy makes it even easier to implement voice with monitoring and diagnostic tools. These tools are built right into the client interface.

An on-demand speech calibration tool lets users calibrate the speech-to-text engine so that they can quickly and easily optimize Speakeasy for their particular hardware and environment. A real-time confidence level viewer shows users the accuracy of the users speech and lets users better diagnose speech-to-text inaccuracies, such as background noise. A perpetual speech-to-text status indicator shows when Speakeasy is listening for a users voice input.

These tools should help build the confidence of your workers that the system is working, and working well.

12. Easy License and Maintenance Management

Wavelink has been providing software to the market for a decade and a half. Licensing of Wavelink products has been simplified making it as easy as possible to issue and manage licenses. Speakeasy is licensed to the device on a per seat basis.

For more information on Wavelink Speakeasy, email us at sales@wavelink.com.

About Wavelink

Wavelink, a LANDesk software product line, has more than 7.5 million active client licenses in the field, and is the leading provider of multi-vendor mobile device management, wireless infrastructure management, terminal emulation, voice enabling, proactive telecom expense management and mobile application development solutions. Wavelink technology solves the unique challenges involved in deploying, managing and controlling today's enterprise mobility systems and facilitates peak performance from frontline staff. The combination of Wavelink & LANDesk offers a platform to manage, provision, update, secure and troubleshoot all enterprise computing platforms from a single console and product set. Wavelink and LANDesk products mitigate the growing chaos around mobility, heterogeneity, and the challenges around more demanding end-user computing environments. Inside the four walls, or in the field, Wavelink leads mobility.