EPG® Ehrhardt Partner Group

Smarter Connected Logistics™

WHITEPAPER

CHALLENGE YOUR LEGACY VOICE SOLUTION TO BE BETTER

Upgrade to Lydia Voice™ 8!



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EXECUTIVE SUMMARY

If your business has been using voice for many years with that old “blue potato”, you might not be aware that you will be confronted in 2020 with known data security issues needing your immediate business attention. That’s because Microsoft formally ended extended support and no longer providing security patches for the Windows® CE operating system, which operates your old blue potato. Thus, if you are using one of those blue potatoes, be it an T2x, A500 or even the first generation A700, known data security danger awaits your business. Now you know. Danger ahead.

Data security is nothing to ignore, once you know it exists. For most blue potato customers, few really knew of their data security exposure, since the operating system was a non-issue. Now that you know, you must now protect your business.



Before you simply move forward and agree to upgrade to a newer blue potato that costs a $1,000 more than virtually any other certified voice-enabled device, it is your responsibility to honestly evaluate and compare possible voice solution alternatives.



THE FACTS:
MICROSOFT ENDED ITS EXTENDED SUPPORT AS FOLLOWS:

January 14, 2020, for Windows Embedded 6.X (Talkman A500, T2x).

January 2021, for Windows Embedded 7.X (Talkman A710, 720, 730).

This white paper will address the known security challenge confronting EVERY blue potato customer and introduce you to Lydia Voice, which can provide your business an exciting upgraded voice solution alternative, since your business MUST ACT.

Now that you know. Be Better.

DID YOU KNOW

THAT THE BLUE POTATO PUTS YOUR BUSINESS AT RISK?

Yes. Your old blue potato has put your business since January 14, 2020 because Microsoft has formally ended their support and the ended the issuance of ANY new security fixes. If you were not 100% sure of the operating system for your blue potato device, take a look at the following product specifications, that can easily be located with a simple google search. As you see, yes, your T2x, A500 and first generation A700 devices are at risk and so is the data security of your business. Click on the respective tables to learn more.

Vocollect Talkman® A500	
Vocollect Voice® Software	
Voice Software	VoiceCatalyst® or VoiceClient®
Management Software	VoiceConsole®
Process Software	VoiceApplications™ or Tasks
Operating System	Microsoft® Windows CE 6
Processor	OMAP @ 500MHz
Memory	256MB RAM, 512MB Flash
Bluetooth®	Version 2.1
Radio	802.11a/b/g or 822.11b/g
Serial Ports	One
Operating Temperature	-30° to 50° C (-22° to 122° F)
Storage Temperature	-40° to 70° C (-40° to 158° F)
Drop Tested	Four drops from 5 feet on six surfaces (24 drops). Two drops from 6 feet on six surfaces (12 drops).
Battery	4400mAh
Humidity	100% Condensing
Rain/Dust Sealing Rating	IP67
Accessory Support	
Headsets	Complete Vocollect® SR Series, SRX, and SL-14
Peripherals	Scanners Mobile Printers Displays

Vocollect Talkman A720 & A710 Technical Specifications

	Vocollect Talkman A720	Vocollect Talkman A710
Endcap Description	Two Talkman Connector (TCO) Wired Endcap	Standard Endcap
Best Used for Environments Requiring	Supports environments where a wired long-range scanner or other wired peripherals are required	Supports wireless headsets and peripherals
Vocollect Voice Software		
Terminal S/W	Vocollect VoiceCatalyst 2.1 +	Vocollect VoiceCatalyst 2.0 + / Vocollect VoiceClient 3.9 +
Device Management S/W	Vocollect VoiceConsole 5.0 +	Vocollect VoiceConsole 5.0 +
Voice Processes	VoiceApplications / VoiceTasks	VoiceApplications / VoiceTasks
Speech Recognizer	Vocollect Blue Streak	Vocollect Blue Streak
Operating System	Microsoft Windows CE 7	Microsoft Windows CE 7
Vocollect Talkman Device		
Operating Temperature	-30° to 50°C (-22° to 122° F)	-30° to 50°C (-22° to 122° F)
Storage Temperature	-40° to 70°C (-40° to 158° F)	-40° to 70°C (-40° to 158° F)
Drop Tested	24 drops at 1.5m (5') to steel 12 drops at 1.8m (6') to steel	24 drops at 1.5m (5') to steel 12 drops at 1.8m (6') to steel
Vibration	Meets MIL-STD-810F method 514.6	Meets MIL-STD-810F method 514.6
Battery Indication	Yes	Yes
Humidity	100% condensing	100% condensing
Rain/Dust Sealing	IP67	IP67
Radio		
WiFi	802.11a/b/g/n	802.11a/b/g/n
Bluetooth Version	Class 2 Bluetooth v2.1 + EDR	Class 2 Bluetooth v2.1 + EDR
NFC/TouchConnect	Yes with Vocollect VoiceCatalyst	Yes with Vocollect VoiceCatalyst
Vocollect Headset Support		
Configurations Supported	Wired SR Series, SL-14, Wireless (SRX & SRX2)	Wireless (SRX & SRX2)
Weight		
Terminal	165g (5.8 oz)	158g (5.6 oz)
With Standard Battery	245g (8.6 oz)	238g (8.4 oz)
With High Capacity Battery	296g (10.4 oz)	289g (10.2 oz)
Size		
Standard L X H X W	135.6mm x 64.1mm x 42.1mm (5.3" x 2.5" x 1.7")	137.9mm x 64.1mm x 42.1mm (5.4" x 2.5" x 1.7")



SPECIFICATIONS: T2X

Physical
Dimensions: 6.5 in x 3.4 in x 1.5 in (165 mm x 86 mm x 38 mm) – curved design
Weight: 15 oz (440 g) with standard battery 20 oz (540 g) with high-capacity battery
Battery: Lithium-ion, 1750/3500 mAh, removable, can be charged while attached to the terminal
Mounting: Directly to worker's belt using a clip, terminal detaches from the clip

Environmental
Operating temperature: -29° to 122°F (-34° to 50°C)
Rain/dust: IP67 rating
Humidity: 100% condensing
Corrosion/water resistance: International Electrotechnical Commission Standard 60529, Ingress Protection (IP) standards
Keypad: Sealed membrane bezel-type buttons
Drop tested:
- MIL STD 810F for vibration and shock
- Independent tests: 25 drops from 5 ft (152.4 cm); 10 additional drops from 6 ft (182.88 cm) onto polished concrete; 10 drops at varying angles from 5 ft (152.4 cm) at –20° F (-29°C) onto polished concrete

Open Operating Platform
CPU: Intel® 416 MHz PXA270 XScale®-
Operating System: Microsoft® Windows® CE
Memory: 64 MB RAM; 64 MB Flash

HELLO LYDIA VOICE 8

Did you know that Lydia Voice is now the second largest global voice provider in the distribution center market? Did you know that Lydia Voice offers you an innovative workflow performance solution that is fully configurable and designed specifically for the high-noise warehouse and distribution center and eliminates old fashioned voice template training? Did you know that the Lydia Voice team is now the largest dedicated global organization developing and selling voice solutions for the warehouse market and mobile worker?

Our supply chain industry domain expertise has enabled us to successfully onboard hundreds of thousands of mobile workers around the world where we excel at multi-site, multi-lingual implementations with some of the largest customer installations globally(and we are really strong in the Grocery Wholesale, Retail Grocery and each and case oriented industries). We also have more large-scale proof points from customers who have already upgraded from Vocollect voice to Lydia Voice. And many are executing larger scale roll outs in 2020 (500+ Users).



Lydia Voice enables customers to become more self-sufficient. For too long, traditional and overly complex voice solutions providers made their voice technology seem like voodoo magic. Lydia Voice is different because we want you to take charge and control your future with our voice solution. Your 2020 planning should include the review of Lydia Voice.

Your business review will find that voice recognition technology has taken major leaps and bounds forward over the past few years and no longer requires old-fashioned voice template training, which eliminates the productivity reducing voice template retraining efforts. The voice market has changed considerably. Lydia Voice users are supported by a 24 x 7 staffed support center and has successfully scaled to more than 5,000 users on a single server instance. That customer by the way is using our native SAP Lydia Voice solution.

It's time to challenge your voice solution to be better, and to reduce your 2020 voice budget by more than 30%.

Now that you know. Be Better.

VOICE RECOGNITION

IN NOISY ENVIRONMENTS IS CORNERSTONE TO SUCCESS

One of the biggest changes in the voice industry has been around the performance of voice recognition in noisy warehouse environments. Historically, this was the main competitive differentiator for previous generation voice solutions – but those days are long gone. In fact, older voice solutions are still using outdated and complex voice technology from a bygone era. Let's not forget that it is no longer 2009.

A key difference is that older systems require or "strongly recommend" the customer use their voice template training approach. This is a dead giveaway that their voice recognition engine built in 80's and 90's and is not using modern technology architecture.

The #1 reason why businesses prefer Lydia Voice is due to our modern market leading voice recognition and the ability to successfully address the age-old problem of difficult worker dialects and elimination of the need to waste time with outdated voice template training efforts. Lydia Voice and its Deep Neural Network Acoustic Learning platform enables customers to benefit by providing leading voice recognition capabilities. EPG joins industry leaders Amazon and Google to offer solutions based on the next wave of AI, except that Lydia Voice has also been specifically optimized for the noisy fulfillment center and distribution center environment.

The Lydia Voice Deep Network Solution has been modeled specifically for the challenging industrial environment, where near-perfect voice recognition accuracy is required, and eliminates old-fashioned voice template training. It is self-learning, as the deep neural network acoustic learning data model continues to improve performance over time. Our neural network developed sound models address industrial environment sounds such as forklift beeps, pallet drops, fan/freezer noise and miscellaneous conversations, which helps enable unmatched voice recognition accuracy. The Lydia Voice Active Adapt™ environmental voice recognizer, also enables automatic gain control (AGC) and noise control volume (NCV) for additional voice recognizer performance improvements.



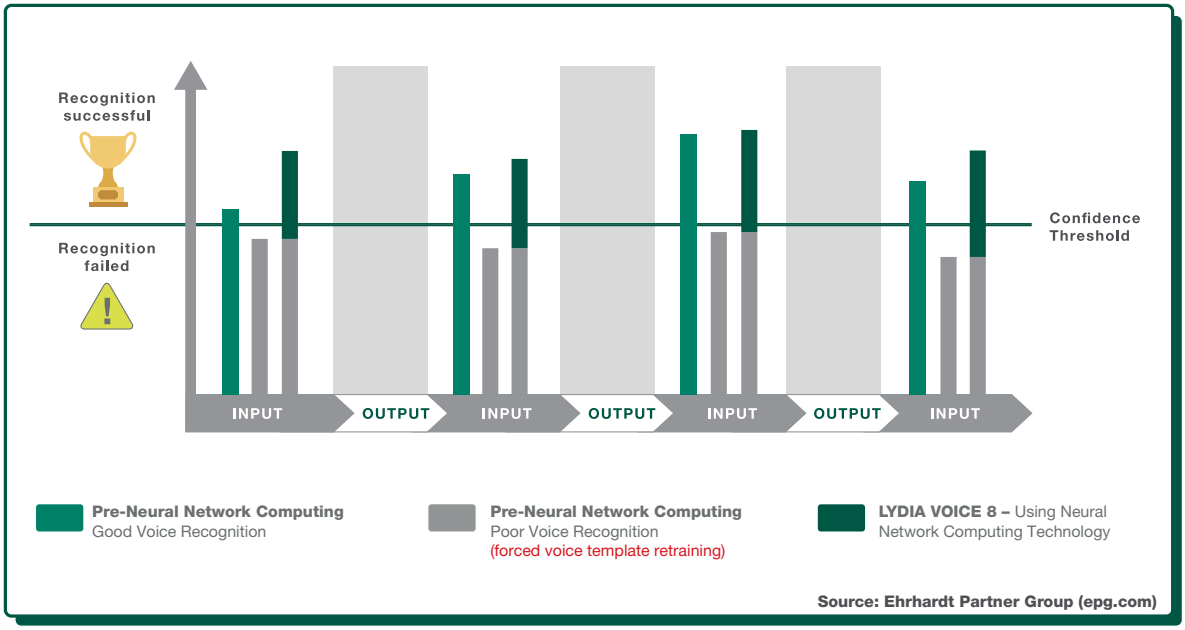
Our neural network developed sound models address industrial environment sounds such as forklift beeps, pallet drops, fan/freezer noise and miscellaneous conversations.

NO MORE

VOICE TEMPLATE TRAINING REQUIRED.

Our deep neural network computing solution helps provide extreme accuracy for those with challenging speech patterns and mixed dialects, without the requirement (or strong recommendation) to train the associate with a set of in-vocabulary speech words, which often requires about 30-minute training, as well as a monthly voice template retraining due to declining voice recognition performance (the other guys never mention retraining … but users know about this ongoing productivity reduction issue).

The following image shows the worker benefits obtained with a modern deep neural network driven voice recognition solution.



DEEP NEURAL NETWORK COMPUTING

IMPROVES YOUR BOTTOM LINE

While one can make a technical argument for newer and modern voice recognition solutions vs. one's requiring or recommending voice template training, the proof is in the real results with customers. Customers moving to Lydia Voice from a competitive voice solution (that starts with a "V") have gained an additional 8% to 12% improvement in worker productivity. You read that correctly. That's a pretty strong statement and is factually backed up with real customer results at many transitioned customers.



SIMBA · DICKIE · GROUP

- Vocollect Voice user since 2010
- 24% improvement vs. previous non-voice solution
- Over one million voice picks per year
- Transitioned to Lydia Voice in 2017
- 50% of workers using Lydia VoiceWear by worker request
- Changing to Lydia Voice increased worker performance by 11% compared to the previous voice solution
- Increase was a big surprise – the customer didn't expect an improvement since they had already been using voice

"WHAT IS CERTAIN IS THAT WE HAVE FOUND A SYSTEM WITH WHICH WE ARE WELL POSITIONED FOR THE FUTURE."

SIMBA DICKIE EXECUTIVE

The superior productivity performance of Lydia Voice vs. older voice solutions has been quantitatively attributed by customers to the elimination of voice template training and ongoing retraining activities as well as less repeating and fewer missed recognized words and numbers. They also point to the faster onboarding of seasonal and temporary workers.

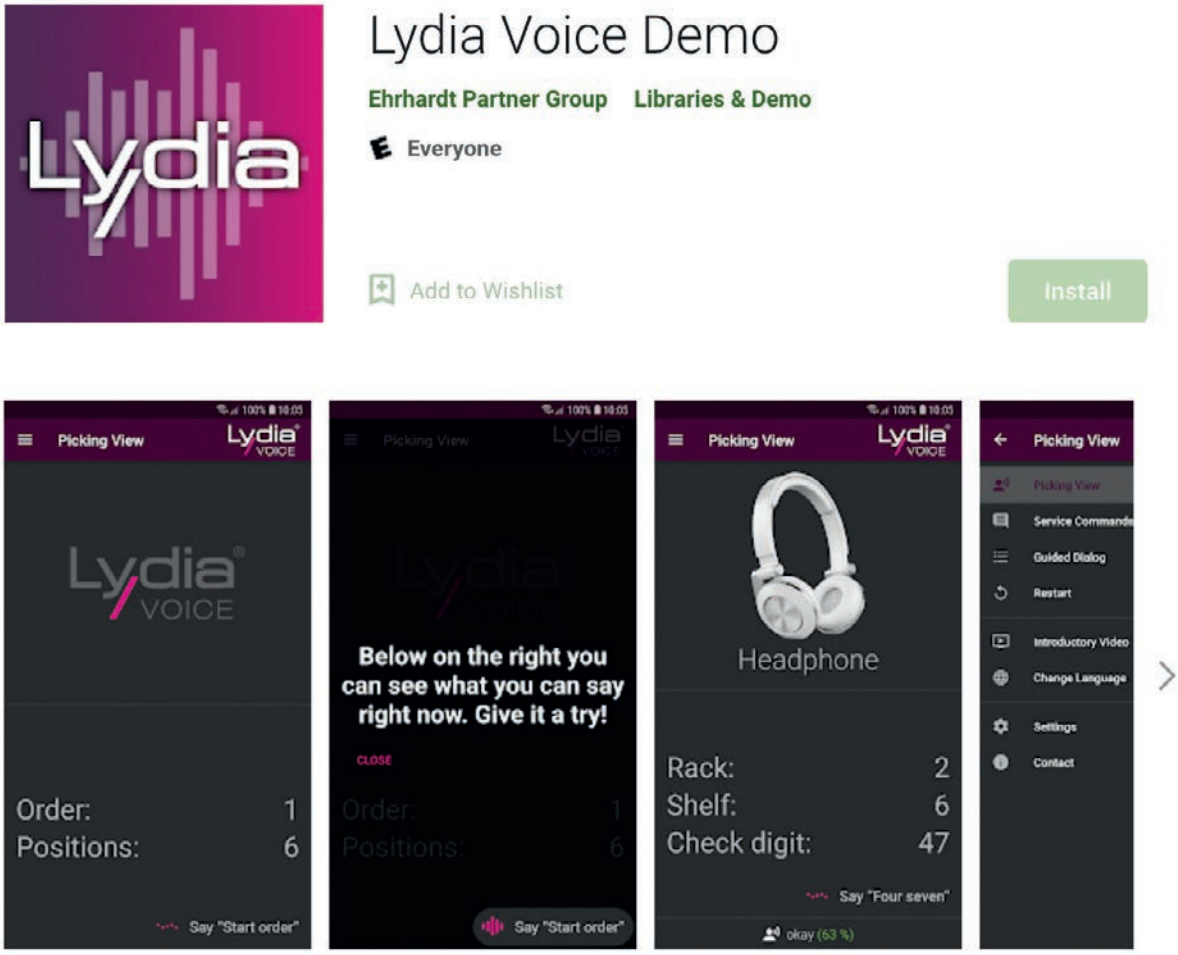
Another thing to consider is the "sound" of the voice solution. Can you point to any voice recognition product available on the market today that still uses a digital sounding voice? If the technology sounds like it from the 1980's, it's because it probably is.

Lydia Voice sounds like a human voice, not a digitized voice that sounds like it's from a 1980's horror movie. It can also adjust in tempo and excels at high speeds, which offers your workers a higher throughput. Users who have transitioned from Vocollect voice to Lydia Voice all comment positively about having a human sounding voice and report no recognition issues when they increase the voice speeds for maximum performance.

DOWNLOAD

THE LYDIA VOICE WORKING DEMO FROM GOOGLE PLAY STORE

We've made it easy for you to hear Lydia Voice for yourself. Download a working demo from the Google Play store in the App section: Search for Lydia Voice.



Ehrhardt Partner Group's (EPG) market leading Lydia Voice Solution provides rich logistics functionality that provides excellent productivity gains and greater accuracy to hundreds of

INTEGRATE LYDIA VOICE QUICKLY

If you are potentially a new voice customer and concerned about integrating your WMS or ERP with Lydia Voice, chances are Lydia Voice has already been successfully integrated with your solution or it is easy to accomplish. And we continue to add new integrations and new version support every year. Lydia Voice takes the pressure off your IT team. We offer the flexibility you need to implement your IT architectural strategy, while reducing your project risk and meeting your desired go-live date.

We offer the industry's fastest integration with minimal IT time needed. Whether you desire a native voice interface (for SAP EWM and WM customers), a real-time direct interface (for Tier 1, Tier 2 and many Tier 3 WMS solutions), or a near real-time interface (for in-house developed and older customized legacy solutions), Lydia Voice offers you choices and multiple approaches, including RESTful Web Services. Another key point your IT team will note, integration with Lydia Voice typically requires only days of effort vs. the traditional project other voice providers require.

WMS/ERP Lydia Voice Integration Possibilities	
Direct Interface for SAP eWM	Real-Time Interface - Infor MAPICS
Direct Interface for SAP WM	Real-Time Interface - Infor WM2000
Lydia Voice PickManager Middleware	Real-Time Interface - Infor WM3000
Direct Interface for HTML	Real-Time Interface - JDA Red Prairie
Microsoft.Net Object Library	Real-Time Interface - Manhattan pKms
Microsoft.Net for Tecsys	Real-Time Interface - Manhattan Scale
Real-Time Interface - Web Services/HTTP	Real-Time Interface - Manhattan WMoS
Real-Time Interface - Telegram Client	Real-Time Interface - Microsoft Dynamics
Real-Time Interface - Aptean Catalyst	Real-Time Interface - Microsoft Navision
Real-Time Interface - Epicor	Real-Time Interface - Netsuite
Real-Time Interface - Epicor Prophet21	Real-Time Interface - Oracle Apps
Real-Time Interface - HighJump	Real-Time Interface - Oracle JDE
Real-Time Interface - HighJump Accellos	Real-Time Interface - Retalix
Real-Time Interface - Infor A+	Real-Time Interface - Retalix Triceps
Real-Time Interface - Infor CloudSuite	Real-Time Interface - SAGE

Additional integration possibilities are possible. Please contact your EPG representative.

NATIVE INTEGRATION

WITH SAP S/3 AND S/4HANA WITH EWM AND WM

A key differentiation for Lydia Voice is our NATIVE integration with SAP. It's why virtually every SAP customer evaluating Lydia Voice vs. other voice solutions prefer Lydia Voice.

This is an interesting area because for years, some of the other voice-directed providers have promoted their SAP direct real-time interfaces without any real success. The SAP integrator market has spoken volumes with their lack of enthusiasm for these overly complicated interfaces to SAP that force the SAP integrator away from their strong SAP knowledgebase.

Unfortunately for the SAP customer, most voice suppliers continue to either use a middleware solution or they have overly complicated the interface activities that require an SAP partner as well as a voice-oriented specialist partner. Neither option is desirable - businesses know managing a project with a single partner is hard enough, it becomes just too complex when two partners need to be engaged. This is probably the main reason why other voice suppliers struggle to successfully penetrate the SAP market opportunity.

- **Best: Native SAP integration**
- **Best: 100% online connection**
- **Best: Application logic located within SAP**
- **Best: Based on SAP voice properties**
- **Best: All development within SAP environment**
- **Best: For higher user performance and single instance scalability**

LYDIA VOICE PROVE IT! PROGRAM

The Lydia Voice Prove It! Program is for businesses who want to actively evaluate adding Lydia Voice to their distribution center and warehouse workflow processes. The Prove It! Program also provides functioning voice integration with their existing WMS solution and not “off-line” data connections.

To learn more, please visit Lydia-Voice-prove-it.



OPPORTUNITY TO ‘TRY BEFORE YOU BUY’ LYDIA VOICE

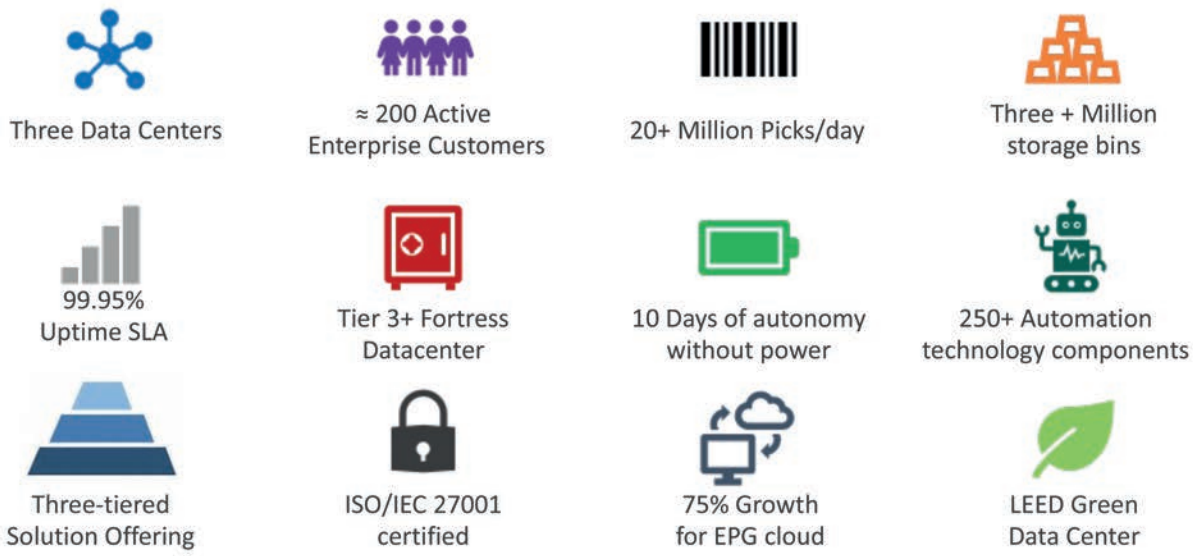
Two Approaches:

1. Integrate Lydia Voice with an existing WMS (New voice user)

2. Run Lydia Voice with Vocollect Voice – EPG’s Co-Exist Solution

EPG DATA CENTER HIGHLIGHTS

Many Lydia Voice customers are strategically transitioning many of their solutions to cloud environments. EPG has invested heavily and continues to invest in continually expanding our EPG Cloud environment for customers who want to take advantage of our SaaS solution or desire to have EPG provide Hosting and Managed Services of their Lydia Voice infrastructure. Here are some of the key highlights about our EPG Cloud solution.



EPG FAST FACTS

SMARTER CONNECTED LOGISTICS



>1,500
Customers Globally



700+ People
Dedicated EPG Logistics Team



24-Hour Support
'Always On' customer support center



Privately Held
Profitable, No Debt



2nd Largest Global Voice
Lydia Voice



>200 Million
Picks per day



License Friendly
Perpetual, Subscription, SaaS and Managed Services



Tier 3 Data Center
99.95% Uptime SLA

Ehrhardt Partner Group (EPG) is the leading provider of comprehensive supply chain execution and Lydia Voice software solutions for smarter connected logistics with more than 1,500 customers globally and a team of almost 700 team members. EPG's highly configurable and scalable logistics solution, LFS, delivers Tier I functionality inclusive of: warehouse management, warehouse control and automation, resource management, transportation management, advanced business intelligence analytics and its industry leading iBrowser ensures ongoing support for all major browsers, delivering flexibility and platform independence. Our Lydia Voice solution offers unparalleled voice recognition with its deep neural network technology and eliminates the need for voice template training, while interfacing with a multitude of WMS and ERP solutions. To learn more, visit www.epg.com.

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Smarter Connected Logistics™

Ehrhardt + Partner Solutions, Inc.
15720 Brixham Hill Ave, Suite 334, Charlotte, NC 28277
Phone (704) 927-1483 info.us@epg.com | www.epg.com

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