# vo-CE

## . Overview

Spark Consulting Srl in collaboration with Itworks, empowers the Barletta Distribution Center of IPA SUD Srl (Despar Group), with the Spark.Voice system to better the goods handling process. Integrated in SAP R/3, the system assists the operators during the phases of goods receiving, sorting and picking, increasing the number of prepared orders and improving the overall performance.

## The Spark.Voice solution, based on the vo-CE software, automates the order preparation process in the IPA SUD warehouses.

### IPA Sud - Despar Group

IPA SUD Srl, an important retail distribution group, was founded in 1931 and in 1973 it became a part of the big family of Despar Group (or Spar, as it is usually called outside of Italy), becoming its distributor in the Puglia and the Basilicata regions. The heart of IPA SUD is its Distribution Center inaugurated in Barletta in 1999, boasting a capacity of 14 000 pallets and moving an average of 9 million crates. Due to the increase in the number of stocked references in the Fruit & Vegetables and Meat & Cheese Warehouses that previously were only transiting there, in April 2010 IPA SUD decided to better the goods handling process, making use of the modern and dynamic voice technology.

### The Project

The Spark.Voice system was designed by Spark Consulting, a partner of Itworks, basing on the vo-CE technology, and used by IPA SUD to manage the Goods Entry, the Sorting and the Picking phases. The system was implemented in the Fruit & Vegetables Warehouse in September 2010, to be then extended to the Meat & Cheese Warehouse in January 2011.

The application use of voice technology in the Goods Receipt process, is, in fact, the peculiarity of the IPA SUD voice project. This phase, characterized by a higher interactivity compared to the Picking one, requires a better performing system. Besides, the fact that the voice technology is used both for goods entry and order preparation, means that the same operators can switch from one task to another easily and smoothly.

The Spark.Voice system is integrated with the management application already present in the warehouse and can work in a disconnected mode passing the information in background asynchronously when the Wi-Fi connection return online. The system supports wireless network failures and in case the PDA is out of order or reset, it is possible to resume the operation

from the point in which it has been interrupted using the same PDA or another device.

When new versions of the software are available, update is done automatically during the normal operating activity.

The Spark.Voice solution has been integrated with SAP/R 3 of IPA SUD. Thanks to the monitoring panel, it is possible to set up the execution priority of each operation and to assign the warehouse areas to work in to each operator.

### Project Results

The implementation of the system has led to a significant grow of the number of prepared packages and a decrease of shifts of the operators employed in goods preparation while the quality of the data collected during the goods entry phase has been improved significantly.

Thanks to the positive feedback, the Spark.Voice system is going to be soon implemented in the rest of IPA SUD warehouses.

### THE ADVANTAGES OF THE PROJECT

- Exploiting the full potential of the vo-CE SDK version

- The Spark.Voice system interfacing with SAP R/3

- Goods Receiving, Sorting and Picking managed by the same, voice, technology

Itworks