

LYDIA® VOICE

THE SMART ASSISTANT FOR VOICE-
GUIDED PROCESSES



Voice applications are an essential part of digitisation in industry and intralogistics. When it comes to process flexibility, voice control has clear advantages. More than **200,000 users** prove it: Lydia® Voice is the technologically leading software for voice-guided work processes in industrial environments. It supports customers from all industries worldwide in fulfilling their daily tasks. The focus here is on increasing efficiency, flexibility and reducing errors.

Kick your processes into overdrive and get ready for the digital future. With Lydia® Voice, you can start your journey with the **next generation of speech recognition!**

Lydia®
VOICE

EPG® | Ehrhardt
Partner
Group
Smarter Connected Logistics™



LYDIA® – YOUR CHOICE FOR VOICE

Lydia® accompanies pickers in many warehouses around the world through their daily work, with the software also providing support in the production environment and other maintenance tasks. The way we design the voice dialogue is flexible, so Lydia® Voice can be used for a wide variety of industries and processes. The order data is transmitted from the host system (e.g. warehouse management or ERP system) to the voice client via WIFI or UMTS. The information is converted by Lydia® Voice into voice instructions and announced to the employee via voice output on a headset or Lydia® VoiceWear. The employee in turn confirms each step of the process via voice input. The tedious use of pen and

paper or cumbersome data acquisition devices is a thing of the past. Spoken language is the most natural way for people to communicate. Thanks to the Lydia Voice system's intuitive operation, every employee can get to grips with it immediately.

The advantages of voice technology speak for themselves!



+ Intuitive and ergonomic

Speaking and listening is the most natural way of communication, so that your employees can start working productively with the system within minutes. In addition, your employees always have their hands and eyes free for the essential tasks.

+ Significant increase in efficiency

The voice interaction with Lydia® takes place parallel to the actual work steps. As a result, your employees are much faster and more focused. Also, in the dialogue design, our voice experts strive to maximise the streamlining of your processes.

+ Highest flexibility

Whether it's connecting to your existing system landscape, selecting mobile devices or designing the voice dialogue, Lydia® Voice offers you more options than any other voice system on the market.

+ Maximum quality

Lydia® Voice supports your employees optimally in their workflow. Each work step is confirmed by voice input and, in the case of 100% online integration, is even processed in real time by the host system. Thus you avoid mistakes and unnecessary costs.

+ Satisfied employees

Lydia® Voice is widely accepted due to its excellent ergonomics and intuitive operation. Your employees will be delighted with Lydia® because the system really makes their work easier.

Productivity

+20%

Error rate

-55%

100%

Employee satisfaction thanks to optimum ergonomics and improved work safety

100%

Customer satisfaction thanks to punctual and error-free deliveries

EXCELLENT SPEECH RECOGNITION BASED ON ARTIFICIAL INTELLIGENCE

Lydia® Voice has been delighting users on every continent for almost twenty years. It all started with a speaker-dependent recogniser based on user-specific voice templates. Then, more than 10 years ago – as the first voice provider – we equipped Lydia® Voice with a speaker-independent recogniser. From this point on, speech training was no longer necessary, and training times were reduced significantly. As a result, any speaker can now work with the system immediately, without any voice-template training.

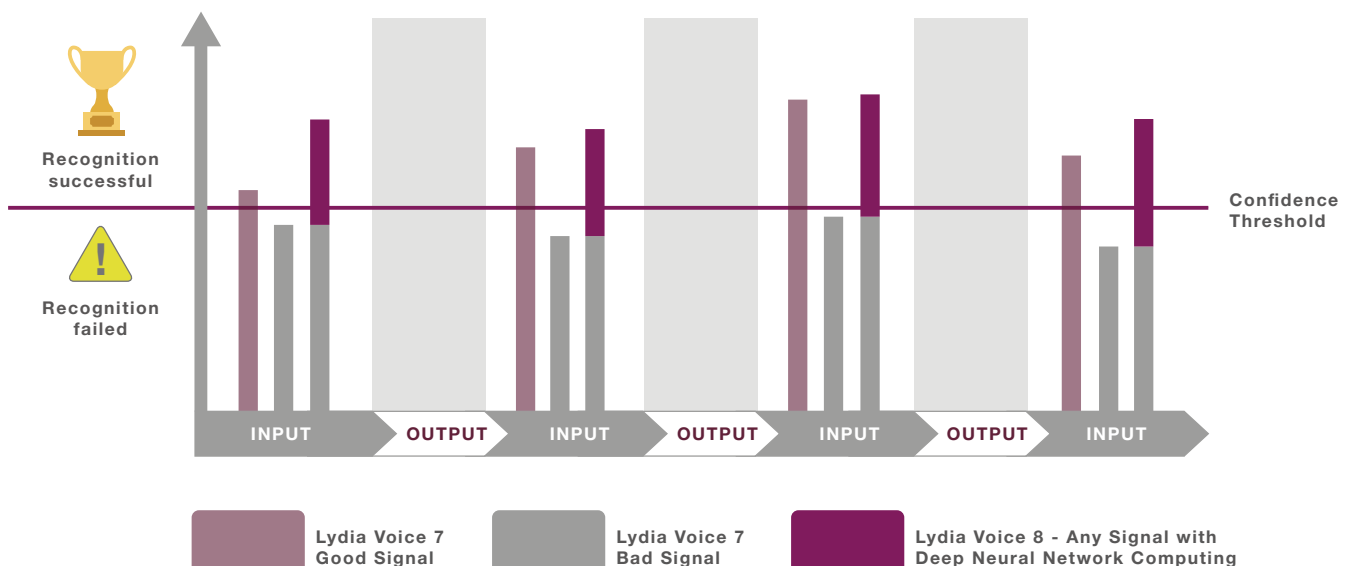
Artificial Intelligence (AI) has further revolutionised the IT world in recent years. It enables the availability and processing of extremely large amounts of data and the development of even better methods for speech recognition. With the help of AI technology, Lydia® Voice

is once again revolutionising the voice market. The 3rd generation of Lydia® Voice works based on **neural networks** and the **deep learning concept** – a milestone for the quality of speech recognition!

More than 15 man-years have been invested in its development, with impressive results. By integrating the AI components, the recognition confidence has been improved by a further 25% compared to the previous solution. This means that even users with strong dialects, accents or unclear pronunciation are reliably recognised. Especially for non-native speakers this is a significant advantage.

The software also offers the possibility of multilingualism: users speak comfortably in their native language and Lydia® translates. Lydia® Voice is currently available in over 50 languages.

Go for the best voice recognition technology on the market!





HANDS-FREE, EYES-FREE – AND NOW HEADSET-FREE

Aside from a sophisticated software package, hardware plays an important role in mobile data capture with voice. The headsets in particular have to meet high requirements in regards to durability, comfort and quality of voice recognition. We offer various wired and wireless headset variants, so that there is a suitable model for every requirement and working environment. The use of consumer Bluetooth headsets is also possible with Lydia® Voice.

With our bestselling **Lydia® VoiceWear®**, we have developed an even more ergonomic alternative to the classic headset. The order picking vest is a patented solution that convinces with its high wearing comfort. All voice components are already integrated into the vest – for maximum freedom of movement and satisfied employees. Hands-free, eyes-free and now also headset-free.

The **Lydia® VoiceWear® High Vis +** is a further development in the design of a warning vest. It is certified according to the European standard EN ISO 20471. The vest is equipped with reflective strips of the highest quality so that employees are always clearly visible under any lighting conditions.

Lydia[®]
VOICWEAR

- + Easy handling and maximum freedom of movement
- + No external cable routing along the body
- + All technical components are optimally protected
- + Suitable for use in deep-freeze applications down to -30°C
- + Increased safety for employees with Lydia® VoiceWear® High Vis +



NEW:
High Vis +
for higher
safety

"We were looking for a solution that offered our employees ergonomic benefits, was directly integrated into the SAP EWM we used, and that we could adapt to our needs on our own. The system used so far could not meet these requirements. As a result of the system conversion, employee performance increased by a further 11 percent compared to the previous voice system. That was a big surprise for all of us. We didn't think such a value was possible, as we had already worked with Pick by Voice before."

Marco Meusel, Responsible for IT Software Services at Simba Dickie Group

VOICE-OPTIMISED HARDWARE

Lydia® Voice is a perfect match for our Voxter® hardware series. It includes the Voxter® Elite +

Voice Client and the Voxter® Scan + back-of-hand scanner. Both devices follow the hands-free concept of our voice-based applications. They are compact, powerful and most importantly: ergonomic in terms of wearing comfort and handling.

The **Voxter® Elite +** weighs just 10 oz / 280g (incl. battery). It is the lightest and smallest voice client on the market and is carried comfortably on the belt or in the back pocket of the Lydia® VoiceWear®. It convinces down to the last detail with its powerful and particularly hard-wearing components. The robust plug connection for the head-set and the low-maintenance overall concept deserve special mention. The Voxter® Elite + has only one button for powering the device on and off. During operation, it can be operated 100% via voice commands. This is a decisive advantage especially when working with gloves or in deep-freeze applications.



"Low
Maintenance
by Design"

Its usage is user independent: any one device can be used by a single or several colleagues. The battery lasts up to 14 hours and can be changed during operation. This means the Voxter® Elite + is even ready for use 24/7!

Voxter®
VOICE CLIENT

- + Lightest and smallest voice client on the market (10 oz / 280g incl. battery)
- + Extremely robust and powerful (IP67)
- + 100% voice operable
- + Suitable for use in deep-freeze applications down to -30°C
- + Low Maintenance by Design

Now available at www.lydia.shop/en

"Low
Maintenance
by Design"

Now available at www.lydia.shop/en



The **Voxter® Scan +** is the perfect solution wherever precise extended data collection is required, such as batch numbers, serial numbers or best-before dates. It can be used both as a complement to Lydia® Voice and for pure scanning applications in conjunction with other mobile or stationary devices. This also applies to demanding work environments, including deep-freezing down to -30°C .

The compact hands-free scanner weighs just 4 oz / 114 g and is comfortably worn on the back of the hand. The scanner is activated automatically via an optical proximity sensor or alternatively via gesture control. When used with Lydia® Voice, control by voice command is of course also possible. Compared to other devices on the market, it is therefore much more ergonomic to use.

The Voxter® Scan + reads all common 1D and 2D barcodes at top speed. In particular, it can read dot codes and dotted DataMatrix codes and thus meets the requirements of tracking & tracing, which is becoming mandatory in more and more industries.

The Voxter® Scan + also demonstrates the optimal integration of hardware and software when used with Lydia® Voice. For example, the trigger and the codes to be read can be dynamically activated within the process. In addition, the software ensures that the scanner is only triggered when required by the process. With different codes on an article, only the desired code is captured. The Voxter® Scan + also has a multiscan function that can simultaneously capture up to 20 codes on a label. This will lead to more efficiency in your processes through more accurate and faster data acquisition.

True to our motto "Low Maintenance by Design" the Voxter® Scan + is also designed to be particularly low maintenance. It does not have any mechanically moving components and is extremely robust and durable. As a customer, you benefit from lower maintenance and repair costs in the long term.

Voxter®
SCAN

- + High wearing comfort (hands-free)
- + Ergonomic handling
- + Suitable for use in deep-freeze applications down to -30°C
- + Low Maintenance by Design
- + Optimal integration of hardware and software



LYDIA® CO-EXIST

Already have a voice solution in use, but want to learn more about the advantages of the latest voice technology? The Lydia® Voice Co-Exist solution can be fully operational in a very short time, parallel to your existing voice application. It requires minimal effort – no adjustments on the WMS side are necessary. With the Lydia® Co-Exist approach, we ensure that the Lydia® voice client behaves identically to another voice system. This allows you to benefit from a cost-effective modernisation of your voice landscape without letting go of crucial functionalities. This is how you make your processes future-proof!

HARDWARE AND PLATFORM INDEPENDENT

In addition to the Voxter® Elite +, many other mobile devices are supported by Lydia® Voice. We maintain partnerships with various hardware manufacturers, but the use of standard consumer devices is also possible. No matter whether you are looking for a pure voice application or a multimodal solution, together we will find the solution that best suits your requirements and project objectives. We as a manufacturer and our certified Lydia® Solution Partners will be happy to advise you. And, best of all: once purchased, licences can be transferred to other devices at no additional cost should your requirements change. Lydia® Voice is also platform-independent: whether Windows, Android or iOS – you decide.



INTEGRATION INTO YOUR SYSTEM ENVIRONMENT: LYDIA® VOICE ADAPTS!

No matter which warehouse management or ERP system you are using, Lydia® Voice is easy to connect. Either by direct integration via a Lydia® Connector solution, indirectly via one of our numerous standard interfaces or with the Lydia® PickManager.

No other voice system offers as many integration possibilities as Lydia® Voice. Where other voice providers offer expensive and often unnecessary middleware or require costly adaptations on the customer side, we rely on flexibility, transparency and close cooperation with our customers.

If you are using SAP, then Lydia® Voice is definitely your first choice! Benefit from our many years of expertise in the SAP environment. Lydia® Voice differs from other voice providers in that our solution is 100% integrated with SAP. Lydia® Voice works like a microphone to SAP. Because the entire application logic is in SAP, you can continue to use all standard SAP functionalities. The advantage? You can carry out all adaptations and extensions of your Lydia® Voice application with your own SAP team.

"Lydia® gives us the flexibility we need in our daily business. Combined with the consistently high process quality, we are optimally prepared for the future."

Berthold Oestermann, Director Purchasing IT & Logistics
at SEIKO Optical Europe

CLOUD SOLUTION OR ON PREMISES

Take advantage of even more flexibility: use Lydia® Voice in the cloud and leave all maintenance, installation and operational tasks to us. Protect your investment budget. Alternatively, we can of course continue to offer you the option of installing the software on premises.



INTELLIGENT OPTIMISATION WITH LYDIA® WAREHOUSE INTELLIGENCE (LWI)

Analysing existing processes in order to optimise them is necessary to uncover potentials. The smart business intelligence tool Lydia® Warehouse Intelligence (LWI) continuously structures and analyses various KPIs and makes them available for further evaluations in real time.

LWI informs you about all irregularities. On the basis of the collected battery data, statements about the remaining battery life can also be derived. This allows you to react promptly, continuously optimise your processes and get the most out of your voice application.

Lydia® Warehouse Intelligence

- ✓ Quality of the WIFI network
- ✓ Duration and number of requests between client and server
- ✓ Quality of speech recognition
- ✓ Dialogue logger for monitoring the dialogue confidence of your employees
- ✓ Runtime capacity and charging cycles of each individual battery

"Industry 4.0 is currently the industry's top topic. We see this worldwide development as an opportunity for us and want to further improve and network our processes and ultimately offer our customers added value in terms of process reliability and efficiency."

Ullrich Küchenmeister, Managing Director at
NORD DRIVESYSTEMS Group

Start your 3-months LWI trial with your Lydia® 8 installation.

Contact us at info.ae@epg.com
and benefit from our introductory offer!

"From the beginning, we have relied on the voice-controlled system Pick by Voice. We are very satisfied with Lydia®. The simplicity convinced us right from the start. The employees don't need to be trained very much (...) and find their way around very quickly."

Thomas Engemann, Deputy Plant Manager at Dirk Rossmann GmbH

THESE HANDY LYDIA® TOOLS MAKE YOUR DAILY LIFE EASIER

In order to simplify your start with Lydia® Voice and to provide you with permanent support for system administration and the introduction of new or seasonal employees, we provide you with several practical tools and additional features.

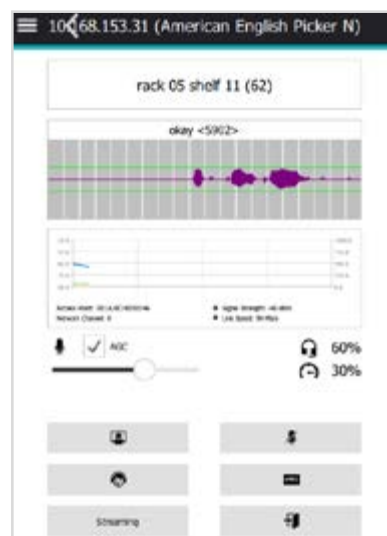
The **Lydia® User&Devices Manager** brings more transparency to the administration of your voice solution. The tool gives you an overview of all relevant user and device data at any time. In addition to the most important basic data, the Lydia® User&Device Manager also displays dynamic data such as memory usage or the current battery status. In addition, the User&Device Manager can be used to connect mobile devices via Bluetooth.

With the **Lydia® CoPilot**, you get a unique, supportive tool to train new employees and provide first-level on-site support. Lydia® CoPilot gives key users the ability to connect to any active voice client from anywhere and support your employees in their work processes. The Lydia® CoPilot can also be used to display and analyse the quality of speech recognition.

The optional **Lydia® Phone** add-on includes integrated Voice-over-IP (VoIP) telephony that enables calls between warehouse staff and supervisor. This functionality saves walking, time and money because short queries or work instructions can be clarified quickly and easily. From the Lydia® User&Device Manager, text messages can also be sent to one or several users. These messages are delivered by the system as voice messages. No other voice system on the market offers a comparable possibility of communication.

ID	IP	Name	Username	IPsec	VPN	VPN Request	VPN Status	VPN Language	Connection
10.10.10.101	10.10.10.101	Lydia	Lydia	✓	✗	7	100	100%	normal
10.10.10.102	10.10.10.102	Lydia	Lydia	✓	✓	2	100	100%	ok
10.10.10.103	10.10.10.103	Lydia	Lydia	✓	✗	8	100	100%	ok
10.10.10.104	10.10.10.104	Lydia	Lydia	✓	✗	8	100	100%	normal
10.10.10.105	10.10.10.105	Lydia	Lydia	✓	✓	8	100	100%	normal
10.10.10.106	10.10.10.106	Lydia	Lydia	✓	✗	3	100	100%	normal
10.10.10.107	10.10.10.107	Lydia	Lydia	✓	✗	7	100	100%	ok
10.10.10.108	10.10.10.108	Lydia	Lydia	✓	✗	7	100	100%	normal
10.10.10.109	10.10.10.109	Lydia	Lydia	✓	✓	8	100	100%	ok

Lydia® User&Device Manager



Lydia® CoPilot



LYDIA® VOICE&VISION FOR HIGHER QUALITY

A wide range of articles, different variants and individual packaging instructions: Special processes sometimes require a special quality check. With **Lydia® Voice&Vision** we offer a combination of Pick by Voice and Pick by Vision. In addition to voice communication, a display – for example on a Smart Watch, a tablet or via Smart Glasses – is used to display additional visual information. By displaying additional information such as product images, article quantities, navigation instructions or article numbers, you ensure that customer orders are executed without errors.

Lydia®
VOICE&VISION

- ✓ Visual display of additional information
- ✓ Extended documentation possibilities via camera function
- ✓ Optimal support of the employees at all times
- ✓ Increased process reliability
- ✓ Significant increase in quality



Are You Ready for **Voice**?

More Info on
www.epg.com

"The only training we need to do with temporary personnel is to explain the warehouse structure and storage locations to them. Then we explain how the communication with Lydia® works. It is very easy for them to learn. It may take 10 minutes until the employee can work independently."

Marc Tremblay, Logistics Director at South Shore Furniture

"First and foremost, we were convinced that EPG had not only implemented our requirements, but had also contributed experience from other projects. This has brought our processes decisively forward. We also liked the fact that the solution works speaker-independently and was therefore immediately ready for use without training."

Michael Albrecht, Head of Logistics at ANSMANN AG

"We are very satisfied with the cooperation with EPG, because our customer requirements are implemented very quickly."

Harald Paul, User Services / System Coordination
at Dirk Rossmann GmbH

"Thanks to the consistently professional support in Polish and EPG's high level of competence, we were able to implement this project in such a short time. (...) Lydia® is the perfect system for supplying our production line because it takes both just-in-time and just-in-sequence processes into account."

Robert Konieszny, Head of Logistics Planning
at Volkswagen Poznan

"It was important to us to have a competent pick by voice provider at our side. Right from the start, we found the cooperation with EPG to be very trustworthy. In addition, we appreciate the innovative strength of the company, which constantly adapts and expands its product portfolio to the current technological requirements of the market. The solutions used in our warehouse have always fully met our objective."

Christian Leberzam, Head of Warehouse Logistics
at Feinkost Dittmann

"We use the Lydia® Voice Suite for our customers in both returns management and picking. We were particularly impressed by the direct connection of the system to SAP, which we take over ourselves as a service provider for our customers. Since we support customers from a wide variety of industries in logistics, we need a flexible pick by voice system that can be tailored precisely to the industry requirements."

Sabine Evers, Expert Logistics Planning
at Arvato Distribution GmbH

Visit us at
www.epg.com



GLOBAL SOLUTION "MADE IN GERMANY"!

The Ehrhardt + Partner Group (EPG) is one of the world's leading experts in logistics solutions. The company was founded in 1987 and has its headquarters in Boppard, Germany.

As a developer and supplier of Lydia® Voice, EPG is a pioneer in the field of voice-guided processes. We have been developing voice systems for numerous industries and areas of application for around 20 years and it is not without reason that we offer the most advanced solution on the market today.

The EPG currently employs over 600 members of staff at 14 locations across the globe. However, the expertise for software and hardware development is still located in Germany. In this way, we ensure the highest quality standards and offer our customers the most innovative solutions, of which we are very proud!

We provide global support via our EPG branches worldwide and a global network of selected Lydia® Solution Partners who undergo regular training and certification at our EPG Academy.

DOWNLOAD NOW: LYDIA® VOICE DEMO APP

Try the Lydia® Voice Demo App for Android and see for yourself the quality and performance of the system. Our Lydia® Voice Demo guides you through a simple picking process and is intuitive to use. Download the Lydia® Voice demo app from the Google Play Store to your Android device and you are ready to go.



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