Carlos Falcon, distribution centre director for Puerto Rico Supplies Group, commented: “We live and die by our productivity. Operating at high levels of efficiency is how we deliver our customers a superior experience. Before using Voxware, we didn’t have the real-time data we needed to identify productivity issues as they were happening. With Voxware in place, we can see clearly and immediately the factors impacting productivity and that helps us make the timely adjustments needed to operate at peak efficiency.”

Seen by many as one of the most innovative and technologically-advanced companies of its kind in Puerto Rico, Puerto Rico Supplies began using Voice technology in its warehouses in 2010. The company quickly realised the benefits of Voice and wanted to further drive productivity improvements by implementing a Voice-driven replenishment workflow, but was unable to get the project started with its previous vendor. Additionally, the company’s Voice hardware was being discontinued, forcing a large capital expense to replace the hardware should it stay with the previous vendor.

Puerto Rico distributor upgrades to Voxware’s VMS for real-time visibility and performance management

Voxware, provider of Cloud-based voice solutions, has announced that Puerto Rico Supplies Group (PRSG) has upgraded its distribution centre to Voxware’s Voice Management Suite. With the new system in place, PRSG has improved the efficiency of its workforce and given its warehouse supervisors real-time visibility into its distribution operations.

The right products available at the right time

Voxware was able to address both needs. Replenishment is a core business process in the warehouse and Voxware VMS Replenishment ensures the right products are available at the right time. The new replenishment workflow allows the picker to directly report shorts automatically and assign replenishment for an item to move up the priority list when necessary. Additionally, because Voxware allows customers to pay on a subscription basis, PRSG was able to implement Voxware without a substantial upfront capital investment. The subscription also includes the most up-to-date version of Zebra hardware, which meant PRSG eliminated the need for an expensive out-of-pocket hardware replacement.

“We make it a priority to understand the unique opportunities and goals every organisation we work with is looking to achieve,” said Keith Phillips, president and CEO, Voxware. “For Puerto Rico Supplies, we were able to demonstrate real value with our unique VMS offering to solve their challenges. We are the only Voice provider giving its customers real-time visibility into their operations as a standard feature and our subscription service guarantees access to the latest hardware without having to make costly investments.”

Since PRSG’s item selectors were already accustomed to using Voice, the transition to Voxware’s solution was seamless while also offering improvements over the company’s old system. Instead of having to complete labels by hand, Voxware enables team members to print labels with the company number and route number already in place to save time and eliminate a manual task.

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