



# PEP STORES SOUTH AFRICA

Apparel Company Switches to Eyes- and Hands-free Picking Solution to Improve Picking and Distribution Levels

PEP is one of the largest chain stores in South Africa. It sells more than 500 million consumer products a year, and therefore requires efficient and accurate processes at its distribution centers.

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## The Challenge

PEP had been using RF technology for its picking system at its distribution centers. However, with further evaluation, PEP realized it could improve picking and distribution levels substantially if it switched to an eyes- and hands-free picking solution.

## The Solution

PEP solicited the expertise of Psion Teklogix to implement a speech recognition solution. The apparel company implemented TekSpeech, an end-to-end speech recognition solution that provides speech-directed interaction between the mobile worker and the host system, at three of its distribution centers.

The system opened a two-way dialogue between warehouse management systems and distribution center teams. In the new system, workers are guided step-by-step through their daily tasks, improving speed, accuracy, performance and productivity for order preparation, picking, receiving, quality control, data collection, etc.

## The Benefits

PEP immediately recognized quantifiable benefits such as a 15% increase in productivity and a 19% improvement in accuracy. Therefore, not only have operating costs been significantly reduced, the eyes- and hands-free solution has resulted in improved workflow and worker safety.



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