



WILKINSON

Retail Giant Expects Psion Teklogix' Speech Technology to Increase Productivity

Wilkinson is a major retail firm in the UK that has two main distribution hubs located in Magor, South Wales and Manton Wood, Worksop. Between the two distribution centers, Wilkinson has in excess of 2.3 million square feet in storage space which stores over 25,000 live SKUs at any one time. Goods arrive at the facilities from global suppliers and are held before onward delivery to Wilkinson's 283 stores. Managing logistics is extremely complex and is a critical driver of profitability.

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The Challenge

Before contacting Psion Teklogix, Wilkinson used a paper-based picking system at its two main distribution centers. The paper-based system was hindering productivity, and Wilkinson began searching for a solution to deliver improved picking accuracy, stock control, efficiency, and overall productivity.

The Solution

Psion Teklogix suggested a speech solution, centering on its TekSpeech speech recognition solution, to interface with Wilkinson's existing AS400 and warehouse management system. TekSpeech is an end-to-end solution that provides speech-directed interaction between the mobile worker and the host system.

The order picking staff is equipped with WORKABOUT PRO Speech handheld data collection terminals, which enables users to pick and put-away by voice and scan or image a barcode. The solution allows order pickers to keep their hands and eyes free while performing their daily routine.



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The Benefits

Forecasts indicate that Wilkinson will achieve a return on investment within 10 months due to productivity increases. Order pickers' productivity has significantly increased because they are able to work more efficiently with their hands and eyes free as they hear picking instructions through their headset. The ability to equip the WORKABOUT PRO Speech with a variety of options provides complete versatility so that multiple tasks can be completed with one device. Furthermore, the new system provides gains in stock control and picking accuracy.

Simon Lowe, Wilkinson's head of supply chain, commented, "Psion Teklogix was able to demonstrate such a compelling return on investment, that there was no reason not to proceed with adoption of the system immediately."

"The shift towards greater use of voice technology is probably one of the most significant events in the logistics industry at the moment and Wilkinson is one of the many diverse companies that will benefit from the advantages that it brings."



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