



MCL Voice

Improve warehouse speed, accuracy, costs and labor productivity via voice-enabled task management

Business Context

The growth of omni-channel and e-commerce orders has led to a need for increased efficiency throughout the supply chain. Warehouses today face big challenges as they handle a large volume of “eaches” and case-level orders. These orders must be fulfilled as rapidly as possible to meet growing customer expectations. This extreme speed, however, must be matched by extreme accuracy. Ongoing labor shortages and shrinking margins mean that the productivity of every employee needs to be maximized.

Daily warehouse tasks have always been demanding and labor-intensive. The modern warehouse has become so fast-paced and complex that it’s virtually impossible to optimize receiving, case picking, order picking, cycle counting, replenishment and other activities by relying on manual scans or paper-based processes. Voice picking enables efficiency, without sacrificing accuracy.

The Blue Yonder Solution

For customers using the Blue Yonder warehouse management system (WMS) solution, it’s easy and seamless to integrate MCL Voice — a next-generation, Android-based, multimodal speech-directed task-management solution.

How does it work? Operators receive orders, pick orders and accomplish other tasks in real time, guided by voice commands issued over a mobile terminal and headset. Communication with the Blue Yonder WMS happens through natural dialogue, leaving associates’ hands free to focus on the job at hand. Enabled through Android, MCL Voice offers maximum flexibility and scalability, as well as visual validation options, for busy warehouse operations. Backed by 30 years of hands-on execution experience across more than 1000 customer implementations — involving over 250,000 users — MCL Voice offers a low total cost of ownership and a rapid return on investment (ROI).



Key Benefits

- Improve productivity by up to 30%
- Eliminate up to 80% of picking errors
- Achieve accuracy levels above 99.9%
- Reduce training time
- Improve worker safety
- Reach a full ROI in as little as 12 months

Capability Details

Fast to launch, easy to use

MCL's speaker-independent approach drives a rapid launch with minimal training and programming. The MCL Voice solution runs on industry-leading mobile devices including handhelds, wearables and forklift-mounted terminals. The MCL platform makes it easy to pool devices, as well as integrate MCL Voice with your current environment.

Flexible technology to fit every warehouse

MCL Voice also supports multimodal work, which means voice recognition can be used together with other interfaces for data input, such as keyboards, touchscreens and scanners. MCL Voice focuses on enabling efficiency across several key workflows, including batch picking, multi-order picking, wave picking, zone picking, pick-and-pass and put-to-store. It supports all Blue Yonder Warehouse Management languages and dialects, to meet the needs of every warehouse location and workforce.

A fully supported solution

The cloud-based MCL Mobility Platform makes central management and deployment of voice applications easy. Independent of operating system, device or location, the platform allows remote or centralized IT staff to update applications, add or extend commands, and set user profiles. Customers benefit from comprehensive Blue Yonder service and support, no matter where they're based. Blue Yonder service and maintenance programs keep customer installations running, while support manages software license maintenance, upgrades and repair.

Seamless upgrades and innovation

Through ongoing customer feedback and accumulated expertise, a dedicated team of MCL Voice experts continuously examines new opportunities to enhance its voice solution. Cloud users benefit from seamless, automatic upgrades that ensure they're always leveraging the newest, most innovative features and functionality. MCL and Blue Yonder together act as trusted advisors by adopting a consultative approach with every customer, analyzing warehouse processes and advising on proven best practices.



Key Features

- An out-of-the-box, ready-to-use system
- Blue Yonder provides a single source for hardware, software, training and support
- Seamless integration with Blue Yonder WMS
- Rapid implementation, including development of custom features
- Speaker-independent and multilingual voice recognition
- Multi-modal Android device support
- Easy to deploy and manage

To learn more, visit blueyonder.com

