



# Case Study

## Goals

- Migration of the operating system (from Windows to Android)
- Quality improvement
- Correct sequence of operations

## Results

- Dramatical error reduction
- Greater flexibility
- System open to further developments
- Possibility to set up a stock of devices

## Italmark chooses Vocalize® for storage and recovery

During the renewal of the fleet of vehicle terminals responsible for storage and recovery operations, Italmark felt the need to abandon the old Windows CE operating system to switch to Android and implement the same processes in vocal mode using Vocalize.

The KFI Vocalize vocal platform was born in 2018 as an Android native open system. Leverage AI-powered speech recognition technology in order to “vocalize” human-machine interactions within logistics, industrial and in-field workflows.



### Italmark S.r.l.

Italmark is an important company of large-scale organised distribution in Lombardy which manages a hundred supermarkets in the provinces of Cremona, Mantua, Bergamo, Milan, Como, Monza Brianza, Pavia and Varese.

### Giorgio Roncati, IS Manager

With a degree in Electronic Engineering from the University of Brescia, since 2014 he has held the position of IS Manager of Italbrix S.p.a., Italmark Group's logistics structure.



## / THE CHALLENGE

### Redefining processes to achieve maximum quality

With the introduction of Lize Voice in the process, the company aims to prevent its 40 operators from managing the IT part of the activities and that in the field in a misaligned way, aiming for a drastic reduction of errors. At the same time, with the transition from fixed to mobile devices, the client company has bet on an increase in flexibility from the point of view of applications, operations and stocks.

## / THE SOLUTION

### Vocalize, a native Android solution

KFI and Italmark have interpreted their mission in the name of flexibility. In addition to the classic benefits related to the introduction of the voice in the processes, from the greater focus on objectives and safety, to the improved ergonomics dictated by acting with eyes and hands free, forklift drivers were also released from their own means by replacing the devices fixed to the forklifts with of Zebra TC52 mobile devices.

The possibility of exploiting the most natural form of communication - voice - combined with the flexibility introduced by the new Android palmtops, now allows a further 40 resources to interact in a perfectly integrated way with the information system while carrying out their tasks.

Furthermore, the new Zebra laptops, on the one hand, allow you to record the movements of the goods comfortably from the forklift using the latest long-range optics; on the other, by hosting the native Android Vocalize client, they increase the mobility of warehouse workers, enabling them to carry out - in real time and without losing productivity - all those activities that require moving away from the vehicle.

*"The project had a great impact on the process, but the effort made was amply rewarded. In fact, the ease of use and usability of the system by new operators are disarming. Once the first forklift driver started up, as early as the next day we had another 12 ready to take advantage of the new voice solution. In fact, Vocalize has the great advantage of being able to be used immediately, without long periods of training or cumbersome vocal training"*

declares Giorgio Roncati, the IS Manager of Italmark and responsible for the project.

## / THE RESULTS

### Higher quality and openness to new processes

According to Roncati:

*"The new process has made it possible to see major benefits in terms of data quality. Previously, to speed up activities, operators could simulate operations by decoupling the IT component from the operational one. For example, through vehicular devices and barcode readers, they digitized in advance operations that would only be carried out concretely later. The speech process, on the other hand, forces them to report feedback in real time and includes a series of controls that prevent errors. All this makes activities easier and increases ergonomics".*

Italmark has therefore recorded a significant decrease in errors without affecting the productivity of the process. At the same time it has also drastically reduced the equipment-related drawbacks.

*"Replacing a vehicle involves a very long technical intervention, often not executable immediately. In fact, it is unthinkable to set aside 4 or 5 devices as a reserve. Having a client app on a certified mobile device like the TC52 instead opens up completely different scenarios. In this case, preparing a backup is much more convenient because the same device is used in other processes, and this optimizes the cost/benefit of the back-up".*

## KFI

With innovation as a constant driver for continuous improvement, since 1991 KFI has been supporting Supply Chain companies in the implementation of technologies and solutions, driving them to Industry 4.0.

KFI's mission is to bridge the gap between modern field technologies and business logics through the integration with the main management systems, placing its expertise and services at the disposal of companies, of any size.

