



ZEBRA ISV WAREHOUSE PARTNERS

A Day in the Life of a Smart Warehouse

Leveraging the power of Zebra's warehouse independent application developers





Optimizing the Warehouse of the Future

Big changes are afoot at today's warehouses and distribution centers. The industry is working around-the-clock to keep pace with the world's instant gratification, on-demand economy. It's clear that warehouses must invest in new processes, technologies, training, and devices to prosper in this fast-changing competitive landscape.

The good news is that there is a wealth of new applications that are already helping forward-thinking industry leaders improve efficiency, streamline operations, and reach new levels of profitability. At Zebra, we've developed a rich ecosystem of Independent Software Vendors (ISVs) that focus specifically on solving the complex problems of the warehouse industry.

In this e-book we delve into five visionary technology applications and their impact on warehouse operations. Although the warehouse company's name is fictitious, the stories are true and the applications and the benefits they deliver are very real and widely available today.

40%

of warehouse leaders cite increases in customer response and sales as top drivers for their plans to implement new technologies to meet demand.

46%

of warehouse leaders cited faster delivery to end customers as the primary factor driving their growth plans.

80%

of warehouse and distribution centers surveyed are planning to invest in new technologies to remain competitive.

Source: Zebra Technologies, "Warehouse Vision Study," 2019.

6:00 AM

The day begins as the warehouse manager flips the switch of a flexible new WMS to “on.”

POWERING TODAY’S WAREHOUSE WITH A MORE FLEXIBLE WMS

Business is booming at Smart Distribution. That’s the good news. The not-so-good news is that the company’s warehouse management system (WMS) isn’t keeping pace with new supply chain requirements and faster order cycle times.

Today, Smart will turn on the power of its newest investment, the **JASCI SaaS Warehouse Platform**, and begin to realize the very real benefits of managing inventory, orders, people, robotics and the warehouse control system (WCS) in a single platform. Warehouse staff will be able to get things done faster, increase inventory accuracy, tailor workflows, measure performance, improve parcel shipping and much more. And that’s not all. JASCI’s extensive library of warehouses processes gives workers access to new user experiences and advanced capabilities on their Zebra mobile devices.

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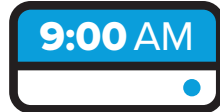
JASCI Software

The JASCI software as a service (SaaS) platform is an industry-leading supply chain acceleration software, tailored to meet the unique needs of omni-channel logistics via the cloud. The SaaS platform is highly scalable and offers the new user experiences and capabilities required to effectively compete in today’s markets, without months and years of high implementation costs and customized software.

- Eliminates custom coding
- Offers more than 250 workflows
- Learns as you work to improve processes
- Specializes in workflows for ecommerce, wholesale, retail and 3PL
- Directs workers, robots and material handling equipment



jascicloud.com



Tom uses his Zebra rugged tablet to access an online training session on Smart's returns processes.

PROVIDING RELEVANT TRAINING AT THE POINT OF PERFORMANCE

When Tom is assigned to a new process – or needs a refresher when reassigned to a process, he can easily access the **Skyllful** platform for a quick training lesson on his Zebra rugged tablet, on demand.

As employees gain the training and answers they need at the point of performance, managers at Smart will receive fewer calls for help with technology and applications. And workers like Tom will get their answers much faster. Skyllful also comes in handy when the company needs to push a new training campaign out to the entire workforce – or to specific users – to learn without risking downtime. Skyllful artfully bridges the divide between line of business needs and IT resources, to deliver solutions that solve problems and bring measurable results for mobile workforces.

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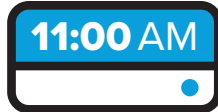
Skyllful

Skyllful helps business leaders and their most critical frontline workers use technology to make their work easier, better and safer. The Skyllful platform provides on-device, on-demand training that helps workers better engage with their mobile applications.

- Teaches workers how to use digital applications
- Delivers targeted lessons to the user's primary device
- Focuses on workflows relevant to the task
- Enhances retention with short, impactful training lessons
- Supports digital deployments and new-hire onboarding



skyllful.com



Jolene uses voice cues to complete an order picking process in record time.

ENABLING HANDS-FREE WORKFLOWS WITH VOICE ENABLEMENT

Jolene uses a Zebra mobile computer and the **AccuSpeechMobile** software to complete warehouse tasks with greater ease, speed and accuracy. Using voice automation, Jolene can speak commands and receive direction from her device via Bluetooth headset or heads-up-display. In the past, Jolene had to refer to the device's screen to see where she was in the picking process. Now, AccuSpeechMobile's voice and vision directed workflows enable Jolene to hear audio and see visual prompts for the current task.

AccuSpeechMobile delivers multimodal workflow automation with voice, vision and scanning that empowers operational workflows such as vision picking, mobile inspection and cycle counting to increase productivity, accuracy, and worker safety. Automated workflows direct users through the process using audio input/output and visual information is presented simultaneously. Workers' hands and eyes are free to focus on the task at hand, and worker safety is improved.

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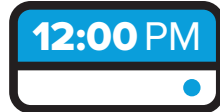
AccuSpeechMobile

AccuSpeechMobile's unique, completely device-based solution voice enables and automates operations at warehouses and distribution centers and enterprise asset management applications. The application extends the useful life of existing investments and connects to any WMS, Enterprise Resource Planning (ERP), Enterprise Asset Management (EAM) or Computerized Maintenance Management System (CMMS).

- Eliminates repetitive steps, reduces errors and increases worker safety
- Combines text and images with voice commands to provide additional visual cues to users.
- Supports speech recognition for more than 50 languages
- Reduces ramp-up time for new workers from weeks to days



accuspeechmobile.com



The Smart IT department gets an alert about a Wi-Fi issue on the warehouse floor.

AUTOMATING CONNECTIVITY ISSUE RESOLUTION

The biggest challenge for the IT department at Smart used to be the need to respond to verbal complaints from workers about connectivity issues with their mobile devices. Now, with the **Mobile Systems Intelligence (MSI) solution from Connect**, workers can report issues from the floor in one click from their Zebra mobile devices – and the IT team can quickly resolve them with remote and automated problem capture and root cause analysis.

Smart's operations manager is pleased, because MSI provides a full dashboard that helps him make intelligent budget decisions that will deliver the greatest ROI and efficiency improvements. Fundamentally different from network, application and device monitors, MSI goes beyond sensors, agent and vendor-biased data sets to get the right intelligence to the right people at the right time.

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MSI by Connect

Mobile Systems Intelligence by Connect is a technology-driven process that remotely captures mobile-user experience and feedback in context of the key mobile system components and behaviors. It describes how mobile issues impact efficiency and what can be done about it, so IT and operations teams can shift their focus from troubleshooting to data-driven actions that measurably improve the business.

- Unlocks data analysis that measurably improves mobility outcomes
- Automates the capture and analysis of the mobile user's experience
- Eliminates countless troubleshooting emails, facility visits and conference calls
- Enables actionable intelligence with always-on monitoring
- Ties performance of mobile applications, networks and devices to worker productivity



mobilesystemsintelligence.com

3:30 PM

At the shift change, Bill gains access to a forklift after confirming his certification.

ENSURING WORKER AND EQUIPMENT SAFETY

With greater volume and more employees, Smart needed a better way to manage its forklifts and operators. Because the **TotalTrax** fleet tracking solution is integrated with the Zebra vehicle mount computers and Android tablets used on the Smart warehouse floor, implementation was easy.

Now, the operations team has real-time visibility of all vehicles, operators and inventory movement. By pairing this with driver safety information and other reportable data, the TotalTrax platform can help monitor driver strengths and weaknesses and facilitate actions that reduce the cost of damage to equipment and worker injuries.

TotalTrax capabilities range from impact detection, driver access control, and pre-shift inspection checklists, to advanced functions like load sensing and job tracking.

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TotalTrax

TotalTrax is the leading provider of real-time vehicle, driver, and inventory tracking technologies for manufacturing and warehouse operations. By combining patented hardware, software, reporting, and business intelligence tools, TotalTrax transforms traditional forklifts at warehouse operations into vehicles that can track usage, maintenance, load, and location.

- Takes a holistic technology approach to fleet management
- Provides actionable data to drive business decisions
- Works with any material handling vendor, make or model
- Maximizes vehicle uptime and battery life for longer lifecycles
- Offers multilingual interface driven by individual user login

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TRACK. MEASURE. MANAGE.

totaltraxinc.com

Advanced Warehouse Modernization Is Within Reach

Whether you are responsible for a manufacturing warehouse, a distribution center or managing inventory in your retail backroom, you need connectivity and visibility into all your assets, people and processes at all times. Zebra provides mobile computing, scanning and printing solutions that connect each operational area in your warehouse to give you the agility to realize transformational gains.

Now, with our global network of independent software vendors (ISVs), we offer innovative software applications developed to work with Zebra devices and systems. Our ISVs can help you identify the best applications for your operation – or provide custom solutions development to help address your unique business needs.

To learn more, visit [\[URLHERE\]](#).



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