

# IMERCO CENTRALLAGER



## VOICE PICKING HELPS IMERCO AT THE CENTRAL WAREHOUSE

*Imerco, a Danish store chain, uses voice-picked picking at the central warehouse to optimize picking processes. Goods are being picked with a voice-based solution with wireless headsets.*

Imerco is Denmark's and Scandinavia's leading chain of hardware stores with a large e-commerce platform and a nationwide store network. Every day, several thousand items are picked and packed for the more than 160 stores from the large central warehouse in Valensbæk. Efficient inventory management and the right tools are therefore essential to maintain maximum productivity.

Through a collaboration with the IT company Delfi Technologies, Imerco has implemented voice control in the warehouse with Vocollect, a leading voice picking system.

### VOICE PICKING IS MORE EFFICIENT

Voice technology can be used for many different warehouse processes. Imerco uses Vocollect to pick goods for the chain's stores.

At the central warehouse, orders are sent via audio instructions to the Vocollect solution, which consists of wireless voice devices and headsets. In that way, warehouse workers can have their hands free while picking and packing goods.

- We can boost the efficiency at the warehouse through voice picking. With Vocollect, we use voicecontrolled workflows to free the hands and eyes of the associates. It helps us to work more efficiently and focus on the specific task in question, says Lars Stokholte, Head of Logistics at Imerco.

When a picking message is received, the warehouse associate finds the correct location and then confirms the location prior to picking. Everything is done through voice control.

### FOCUS ON LOGISTICS AND PROCESSES

Annette Wegeland, IT Logistics Coordinator at Imerco, has implemented Vocollect in collaboration with Delfi Technologies. According to her, it is important to have an IT provider who is also a partner and can offer the necessary advice and support.



- With the right tech company behind us, we can concentrate 100% on our logistics and processes. It is crucial for us - and we can do that through our collaboration with Delfi Technologies, she says.

## **VOCOLLECT ENSURES FREEDOM TO MOVE IN THE WAREHOUSE**

After implementing voice control in the warehouse, Imerco has got a wireless solution where associates do not have to bother with cables or connected devices. This means that they instead can move freely around in the warehouse.

As a certified Vocollect partner, Delfi Technologies can supply and support the necessary Voice equipment from Honeywell. Imerco's voice-controlled solution consists of wireless voice devices (Vocollect Talkman A720) with hands-free operation, which takes place via wireless headsets (Vocollect SRX3).

Through a high level of noise reduction and a built-in microphone, you achieve the neces-

sary voice recognition, which helps to optimize the productivity of the warehouse.

## **ABOUT IMERCO**

Imerco is Denmark's and Scandinavia's largest chain of hardware stores, which also runs one of Denmark's largest customer clubs, Imerco +, with over 1 million members. The customers can shop in more than 160 Imerco stores throughout the country as well as online at the webshop [imerco.dk](http://imerco.dk).

## **ABOUT DELFI TECHNOLOGIES**

Delfi Technologies is a European IT company that develops and sells barcode solutions in connection with product registration and electronic shelf labels for the retail, warehousing & logistics industry, as well as the healthcare system. Delfi Technologies has grown significantly in recent years and today has offices in Denmark, Sweden, Norway, Germany, Italy, and Vietnam with more than 110 employees.