

# Luxury Beauty Products & Fragrances Retailer



## Voice Fulfillment Client Success Story



Leading US retailer specializing in luxury beauty products and fragrances has been partnered with Radial since 2005 for fulfillment operations. With business growing substantially, there was a need to address increased order volumes, along with speed and accuracy.

### The Situation

A Leading US retailer specializing in luxurious beauty products including shower gels, lotions, and fragrances began their partnership with Radial in 2005. During this time, they have used Radial for fulfillment and shipping solutions for their eCommerce business, which has grown substantially. As their volume and product line has increased, Radial has been a strategic partner in leveraging fulfillment expertise and new technology to increase to meet their growing needs.

Methods of picking and packing inventory in the fulfillment environment have evolved in recent years to help drive speed, efficiency and accuracy. The challenge here was evolving fulfillment operations in order to adapt to their ever increasing order volume, while keeping productivity high, improving order accuracy and meeting demand spikes.

- Increase speed and accuracy of fulfilling orders
- Elevate technology solution for picking and packing
- Lessen orders going to quality control

### The Results

Radial implemented voice technology for picking and packing products in the fulfillment center which has resulted in significant benefits.

- Best in class order accuracy exceeding 99.85%
- 64% improvement in learning curve for associates
- Increased visibility to batch pick process
- Faster order fulfillment



Radial implemented voice technology in the picking and packing process to drive productivity, speed and order accuracy to meet the retailers' growing volume.

### **The Radial Solution**

Radial's implementation of voice technology for picking and packing enables associates to be completely hands free with limited to no scanning required, which drives higher productivity in picking and better quality assurance. Associates wear a headset and listen to voice commands for locations and product to pick, and speaks back into a microphone to confirm pick and quantities. An added count feature allows for larger order picks with elevated productivity, as well. The training process for Voice Pick is also more efficient taking less time to onboard associates and gets them to high productivity levels faster than picking with RF (Radio Frequency) hand-held scanners. Voice prompts throughout the pick and pack process keep associates more focused therefore decreasing mistakes and quality control issues.

Implementing voice pick technology has resulted in a positive impact on the business by enabling best in class order accuracy exceeding 99.85%. Learning Curves for associates hitting production standards was improved by 64%, from more than two weeks to about five days, therefore allowing for faster onboarding for new warehouse associates to quickly step in for demand spikes. Using Voice technology has also enhanced visibility and insight into managing the pick process as batches are near 100% pick complete resulting in faster order fulfillment times. This has increased fulfillment efficiency and reduced the need for quality control intervention due to miscounts, all leading to getting order to the customer faster.