



**My work
easier said
AND done?**

3iV CRYSTAL

FREEDOM OF CHOICE IN YOUR VOICE OPERATIONS



OPTIMAL PERFORMANCE AND EFFICIENCY WITH VOICE DIRECTED WORK

Improve your competitive advantage

Voice technology has proven its value in warehousing environments, where it has become the new standard for order picking. Yielding benefits such as productivity increase of 20% and more, accuracy levels up to 99.9%, and a fast return on investment, it has become the new way of gaining competitive advantage.

Stronger with 3iV Crystal

Zetes' voice solution 3iV Crystal offers benefits in **more environments** and **more applications**. Specifically adapted to your operations, our cutting-edge solution ensures optimal results in the most demanding environments. Small scale companies as well as multinationals such as Metro/Macro, L'Oréal, Nike, DHL, and Volvo have selected 3iV Crystal to optimise their businesses. Are you next?



“We have achieved a sharp reduction in the number of errors in picking and, consequently, improved customer satisfaction.”

Wendy Doucet
Preparation/Dispatch Manager, L'Oréal

Why voice?

7 Benefits that speak for themselves

Working with 3iV Crystal, operators are equipped with a mobile voice terminal and headset, which allows them to communicate with the host system in real-time. This approach delivers you important benefits:

Increase productivity

Operators do not need to read paper lists or scan items, but can dedicate their time entirely to the handling of products.

Improve accuracy

Not distracted by activities as reading or scanning, operators are more focused on the work process and make less mistakes. Attain accuracy levels of 99.9%, and avoid costly claims and recalls, while increasing customer satisfaction.

Reduce administration costs and errors

With online data-integration, back-end administration becomes an afterthought. No more error-prone manual data-entries, no more labels or other paperwork.

Faster resource deployment

Allocating extra resources at peak times becomes easy with a fully guided voice-driven system. Zetes offers both trained and untrained systems. During the peak season, when you need to add to your workforce temporarily, especially untrained voice-driven systems will have your operators up and running in no time, helping you realize up-front productivity gains.

Boost operator satisfaction

Operators receive and confirm orders using the most natural interface, voice, while keeping their hands and eyes free to handle products. Ergonomics and worker safety increase, while absence ratios and recruitment fees go down.

Increase business intelligence

The real-time system-user dialogue ensures optimal data visibility and stock management. This allows for better, more pro-active management and increased liquidity.

Fast ROI

Voice implementations offer a fast Return on Investment (ROI). Estimate your benefits online at www.zetes.com/voicecalculator

3iV CRYSTAL: FREEDOM OF CHOICE FOR MAXIMUM RESULTS

Flexibility: the key to success

To achieve optimal results, a voice solution must be perfectly tuned to your environment. That is why 3iV Crystal offers you freedom of choice in terms of equipment, applications, integration and operation systems. No matter how complex your environment, our solution adapts to your operations to produce maximum benefits.

Adapted to all your operations

Order picking	Inventory /cycle counting
Pick and pack	Price checking
Picking to conveyor	Replenishment
Picking combined with RFID	Backroom management
Cross-Docking	Quality assurance
(Pallet) moving	Receiving
Receiving	



Constant innovation to keep you on the leading edge

In order to offer you a future proof solution that features the latest innovations on top of robust functionality, Zetes continues to invest in the research and development of voice technology through the 3i Voice Competence Centre. Our team of experts is constantly on the lookout for new opportunities to improve the solution we offer and find new synergies with other technologies. As a result, 3iV Crystal is the first and only voice solution on the market that supports both speaker-dependent and speaker-independent voice recognition systems.

Voice-driven... or rather voice-assisted?

Depending on your operations, you may wish to use voice as your only interface or combine it with others. 3iV Crystal supports both types of implementations:

- **Voice driven operations:** voice is the only interface
- **Voice assisted or multimodal operations:** voice is combined with other interfaces, such as screens, keyboards or scanners to input data.

The right equipment for your environment



You would like to avoid training your operators on various brands of equipment? You want to be able to use your voice terminals in other operations as well? With 3iV Crystal, you can. Our solution runs on the platforms of all leading manufacturers and our specialists can advise you on the equipment that best meets your requirements at all times.

A proven, low-risk solution

- Design, development, implementation and support by specialists with a proven track record:
 - + 800 projects
 - + 75,000 users
 - + 20 countries
- Standard building blocks tailored to your needs
- Future-proof solution, continuously enhanced by 10+ dedicated experts from the 3i Voice Innovation Centre
- 100+ voice specialists at your service via a pan-European network of offices
- Preferred solution by 60% of the EMEA voice market
- SAP-certified integration

SAP Certified
Integration with SAP Applications

“From the first steps in our collaboration, Zetes has been a partner that listens to our needs and tries to bring us the solution that best fits our requirements. We have been extremely satisfied with the service provided and the positive results in terms of accuracy and productivity.”

Valerio Cortese
IT Director, Gruppo Iper

A SOLID SOFTWARE FRAMEWORK

Secure integration with any host system

3iV Crystal integrates seamlessly with any ERP or WMS, via dedicated modules for direct and middleware integration:

3iV Connector

- Direct integration between the WMS/ERP system and the mobile terminals
- Light & economical architecture, leverages on the existing host system as much as possible

3iV Business Plus

- Middleware integration that ensures a flexible approach and tailored processes
- Supplements business logic that is missing in the WMS to voice-enable operations



SAP CERTIFIED INTEGRATION

Without adding servers or middleware, 3iV Crystal ensures a fast, real-time information exchange between the SAP system and operators equipped with mobile terminals. All elements can be installed on the SAP application server, ensuring business logic in SAP environment and tracking of users via standard SAP reporting and RF monitors.

SAP Certified
Integration with SAP Applications

Get the most out of your voice solution

With the 3iV Console, a web-based administration tool, you unlock the value of the voice system into your operations. Via a user-friendly user interface, you can easily manage various modules that bring you the following benefits:

Bring out the best in everyone (3iV Configurator)

- Easily sets up and continuously tunes the application parameters so the work process perfectly suits your specific environment.
- Tunes the dialogue levels to the expertise of the operator, so they are engaged and motivated and performing to the best of their abilities.

Make smarter decisions (3iV Cockpit)

- The 3iV Cockpit provides detailed information on the mobile workforce and the jobs that are being executed
- Execution-centric information is presented in dynamic, graphical reports
- You detect problems quickly, make prompt decisions and improve overall performance levels

Enjoy peace of mind (3iV Monitor & Alerter)

- The 3iV Monitor provides a dynamic view on what is happening in the system and raises alerts in case of serious problems.
- If an alert is raised, the 3iV Alerter instantly informs a set of pre-defined users



“The integration of 3iV Crystal with our system has been very successful. The software was very well adapted to integrate with SAP.”

Felix Calero, IT Manager, Visionlab