



Safelite AutoGlass Launches Robocom Systems Voice Picking Solution

Farmingdale, NY and Markham, ON, March 3, 2014. Robocom Systems International announced today that Safelite AutoGlass®, the nation's leading vehicle glass repair and replacement company, has launched Robocom's Voice Module (R-Voice) in its US based distribution center picking operations.

Robocom's [Voice Picking Module](#) was implemented in Safelite's Braselton, Georgia and Ontario, California distribution centers in the second half of 2013. Robocom's [Warehouse Management System](#) has been in use at Safelite AutoGlass since 2008 and manages over 600,000 sq. ft. of distribution center space. The Safelite AutoGlass US distribution network consists of a manufacturing facility in Enfield, North Carolina, distribution centers in Braselton, Georgia and Ontario, California, and a series of warehouses spread out across all 50 states.

"Robocom's R-Voice Picking Module allowed us to use the existing pick processes from the WMS with which our distribution center workers were already familiar," said Mike Bradsher, Director of Accounting & Manufacturing and Distribution Controller at Safelite AutoGlass. "This allowed us to focus our training efforts on the new voice technology components. Once our workers became familiar with the new headsets and vocabulary, they were able to resume their normal picking operations without having to learn new workflows." As for the impact on picking operations, Bradsher said, "In just a matter of a few months the distribution centers were able to implement, work through some issues and quickly reach previous high record pick count volumes that had taken years of continuous improvement to reach with RF devices".

Safelite will expand the use of R-Voice during 2014 as voice operations are introduced for Putaway and Bin Replenishment. Safelite will also maximize the productivity gains and measure the results through the implementation of R-Labor, Robocom's [Labor Management System](#).

"The implementation of R-Voice allows Safelite to further leverage the investment made in our WMS and the picking processes that already work so well for them," said Fred Radcliffe, Robocom President. "The hands-free environment enables more productive activities, delivering improvements in picking efficiency. We look forward to Safelite's continued use of our solutions and the introduction of voice in their Putaway and Bin Replenishment operations later this year."

About Safelite AutoGlass

Safelite AutoGlass, founded in 1947, is the nation's leading provider of vehicle glass repair and replacement services, providing mobile service to more than 95 percent of the U.S. population in all 50 states. The Columbus, Ohio-based company employs approximately 10,000 people across the United States and serves more than 4.3 million customers annually. For more information, visit www.safelite.com.

About Robocom

Robocom Systems International has focused for over 30 years on developing and implementing Supply Chain Execution software solutions. Robocom's solutions include Warehouse Management,



Transportation Management, Voice Technology and Labor Management. An Enterprise Transportation System and Enterprise Resource Planning System round out the Supply Chain Execution offering. Our investment in research and development is keenly focused on the needs of the business leaders responsible for the day-to-day results in warehousing, distribution, transportation and trucking operations. For more information visit www.robocom.com