

topSPEECH-Lydia®

Success Story



As the leading beverage distributor of the Yucatan, Bepensa Bebidas must constantly focus to improve its logistical services.



Bepensa, the leading producer and distributor of Coca Cola beverages in the southeast region of Mexico, has been in the business for over sixty years and is constantly looking for improvement in its supply chain process. With hundreds of delivery trucks going in and out each day it is imperative that all trucks are loaded with the proper orders for on-time delivery. It is for this reason that Bepensa decided to implement topSPEECH-Lydia®.



Customer: Bepensa Bebidas

Branch: beverage distributor

Place: Merida, Mexico

Users:

Application: Picking, Receiving, Replenishment, Cycle-Counting

System Environment:

Results: over 20% productivity increase, as well as increase in accuracy and safety

“The idea of this project originated from observing the time employees were losing manipulating paper pick lists, approximately 20% of their working day.” explains Juan Carlos Dupinett, Logistics Manager. “I remember that the idea of using voice caused skepticism and surprise in the beginning, because we thought that this technology was too expensive. Nevertheless, when researching we realized that its price was reasonable.”

The decision to select the voice recognition system from topVOX was based on a variety of reasons, such as quality, performance, price and flexibility. topSPEECH-Lydia® seamlessly integrated with Bepensa’s WMS system, and thanks to the speaker independent recognition, operators were picking with voice within minutes.

The benefits have been enormous. The employees in charge of picking procedures are more agile resulting in efficiency increases and better follow up of the total process. Productivity within the first few weeks already showed an increase of over 20 percent.

“We are sure that this new technology will improve the full satisfaction of our clients and customers” concludes Jeremias Cibà Tún.



“Finally with this system we have a way to measure different aspects of picking. We can monitor pick rates and see where errors occur.”
(Jeremias Cibà Tún)



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