

EPG Expands AURA with AI-Powered Communicator for Warehouse Operations

New conversational AI solution gives warehouse teams natural-language access to operational data, documentation, and company knowledge

Northlake, Texas (September 10, 2026) [Ehrhardt Partner Group \(EPG\)](#), a global leader in unified supply chain execution and warehouse management technology, today announced EPG AURA Communicator, a new solution within its AI-native EPG AURA environment that gives warehouse teams conversational access to operational data and company knowledge.

Powered by EPG's Conversation Intelligence AI capability, [AURA Communicator](#) enables employees to ask questions in natural language and receive relevant information from approved sources across warehouse management systems, automation technology, documentation, work instructions, tickets, and other connected applications. Users can interact through EPG Virtual Assistant EVA via chat or access information by voice and hands-free through LYDIA Voice without interrupting their work.

Warehouse operations generate significant amounts of data and knowledge, but accessing the right information at the right time can be difficult. When an order stalls, inventory cannot be located, or automation equipment reports an issue, employees may need to move between multiple systems, search documentation, or rely on supervisors and experienced team members to find an answer. These delays can become especially challenging during process exceptions, shift changes, peak periods, and employee onboarding.

AURA Communicator brings that information directly to the point of need. Rather than requiring employees to know where information is stored or which system to search, users can simply ask what they need to know. Role-specific AI assistants evaluate connected, approved sources and provide information relevant to the user and the task at hand.

"Warehouse teams have access to more data than ever, but that doesn't necessarily mean they can get the answers they need quickly," said Jett Chitanand, President of EPG Americas. "AURA Communicator removes that complexity by giving employees a more intuitive way to interact with operational information. Whether they're trying to understand why an order has stopped, locate inventory, or find the right work instruction, they can get relevant information directly within the flow of work and keep operations moving."

Built on the [AURA Cognitive Core](#), AURA Communicator connects structured operational data with company knowledge while applying defined roles, permissions, and security controls. AI Assistants can be configured for different tasks and users, ensuring warehouse associates, supervisors, service teams,

and administrators receive information appropriate to their responsibilities. Companies can also connect Microsoft Copilot, making AURA assistants accessible within existing Microsoft environments.

Unlike AI tools focused primarily on searching documents and stored knowledge, AURA Communicator can also retrieve information from operational systems through standardized interfaces. Warehouse management and automation systems can be connected alongside documentation, knowledge management, and ticketing applications without replacing existing technology or changing the systems of record.

This enables employees to ask practical operational questions such as where an item is stored, why an order is no longer progressing, or whether a ticket or work instruction already exists for an equipment issue. Information that previously required searching across several applications becomes available in the context of the current process.

Natural-language interaction also makes complex warehouse technology more accessible to a broader workforce. Support for more than 60 languages helps reduce language barriers across international operations, while hands-free access through LYDIA Voice allows frontline employees to retrieve information while remaining focused on their tasks.

[AURA Communicator](#) expands EPG's vision for AI that supports warehouse teams directly within daily operations. By connecting operational data, company knowledge, and conversational AI, EPG is helping organizations turn information distributed across complex technology environments into actionable answers employees can use at the point of work.

Learn more about EPG, the EPG AURA AI environment, and how its capabilities are helping organizations bring intelligent, actionable AI into warehouse and supply chain operations at epg.com/us.

About EPG

Ehrhardt Partner Group (EPG) is a global leader in unified supply chain execution technology, supporting global brands for over 35 years with smarter connected logistics. Over 1,600 organizations around the world put their trust in EPG and its suite of solutions to optimize complex logistics processes from manual to fully automated warehouse environments. EPG ONE™ unified supply chain software centralizes solutions including WMS, WCS, WFM, voice picking, multi-carrier global shipping execution, intelligent route optimization, dock management, contract and billing management, and supply chain control tower, enabling integrated supply chain and logistics management end to end. Complementing the EPG ONE™

Press Release



Suite, EPG AURA provides an AI-native environment designed to connect and synchronize data across systems and intelligently enhance execution alongside the EPG ONE Suite or independently with third-party systems. To learn how EPG powers smarter connected logistics for organizations worldwide, visit epg.com.

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