

A Direct Line to the Warehouse**EPG Expands AURA with Communicator**

With EPG AURA Communicator, EPG (Ehrhardt Partner Group) is expanding its AI-native EPG AURA environment to provide conversational access to operational data and internal company knowledge. The new solution uses role-specific AI assistants to unlock information previously distributed across warehouse management systems, automation technology, documentation, and tickets. This is made possible by the integrated Conversation Intelligence AI capability: Employees ask questions in natural language, while Communicator draws on the approved sources and provides information relevant to the specific task. 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.

When an order stalls in the warehouse or an automation component reports a malfunction, finding the necessary information often requires a time-consuming search across several applications. Employees move between system interfaces, review documentation, or contact a shift supervisor, meaning that a seemingly straightforward question can become an operational roadblock if the right person is unavailable. Process exceptions, shift changes, and the onboarding of new employees make it particularly clear how heavily smooth operations can still depend on detailed system knowledge and the experience of individual team members. AURA Communicator closes this gap by bringing access to information directly to the point of need. Users no longer have to know where information is stored or which interface, document, or ticket structure to search. Instead, they describe what they need in natural language, and an assistant configured for the relevant task evaluates the connected sources and provides the information in the context of the request.

Assistants Tailored to Different Tasks

AURA Communicator is built on the AURA Cognitive Core, which serves as the central intelligence and security layer that brings together information from connected sources, processes requests, and applies defined roles and permissions. In addition to structured data from operational systems, companies can incorporate machine-readable documents, work instructions, system alerts, and other relevant content. They can expand this knowledge

base independently without turning every new source into a major IT project. Based on this foundation, assistants can be configured for different tasks and user roles. Companies control which information each assistant may access, who can use it, and how responses are presented. Warehouse employees therefore receive different information from shift supervisors, service teams, or administrators. Microsoft Copilot can also be connected as an additional access channel, making the assistants available within an organization's existing Microsoft environment.

Conversational Access to Operational Systems

Conversation Intelligence extends beyond searching documentation and stored company knowledge. Through standardized interfaces, AURA Communicator can also retrieve information from operational systems, allowing users to ask natural-language questions about inventory, storage locations, order status, or current process conditions within warehouse management systems. Warehouse automation systems, shuttle solutions, automated guided vehicles, and individual automation components can also be connected, along with applications for documentation, knowledge management, or ticketing. Existing third-party systems can be included without replacing the current IT landscape, while the respective applications remain the systems of record for operational processes. As a result, users can determine not only where a particular item is stored, but also why an order is no longer progressing. If a technical issue occurs, they can check whether a ticket or relevant work instruction already exists. Information that previously had to be located across several applications becomes available directly within the context of the current process.

Secure Access for Enterprise Environments

Role-based permissions ensure that users receive only the content authorized for their responsibilities, while companies retain control over which sources and systems each assistant may access. The Cognitive Core provides the underlying security architecture and protects the application against manipulation attempts such as prompt injection. Direct access to information also reduces the burden on warehouse employees and shift supervisors because recurring questions about inventory, process conditions, or work instructions no longer have to be routed through individual subject matter experts. Natural-language interaction makes complex system environments easier to navigate, while support for more than 60 languages helps reduce language barriers across international teams.

Identifying Connections Across System Boundaries

As part of the next development phase, the Cognitive Core is intended to connect structured operational data more comprehensively with unstructured information. Graph databases could then correlate current system conditions with existing tickets, technical documentation, and records of previous incidents. AURA Communicator is expected to move beyond providing individual status updates by identifying connections across different sources and suggesting potential next steps. Employees would no longer have to search for information based on where it happens to be stored. Instead, it would become available precisely when it is needed to make a decision or continue the process.

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Images: AURA Communicator allows users to retrieve data from warehouse management systems, such as inventory levels, storage locations, order statuses, or current process statuses. EVA provides this information via a text-based chat interface. Using LYDIA Voice, employees can ask questions directly by voice and access the answers hands-free while the process is underway.

EPG – Ehrhardt Partner Group

EPG is a leading international provider of a comprehensive Supply Chain Execution Suite (EPG ONE) and employs more than 1,000 people at 23 locations worldwide. More than 1,600 customers use EPG solutions to optimize their logistics processes in manual, semi-automated and highly automated environments, including ground and cargo handling at airports. The portfolio includes a Warehouse Management System (WMS), Warehouse Control System (WCS), Workforce Management (WFM), Transportation Management System (TMS), multi-carrier shipping software, voice-directed processes (LYDIA Voice), as well as specialized software solutions for the aviation industry.

Complementing the EPG ONE Suite, EPG offers EPG AURA, an AI-native environment featuring modular AI services and functionalities (AURA Agents and Capabilities) that intelligently enhance operational supply chain execution. AURA can be used in combination with the EPG ONE Suite or independently with third-party systems, such as ERP systems, warehouse software or automation solutions. AURA connects and synchronizes data, events and processes across the individual areas of the supply chain, including warehouse, transportation and production processes, and supports and orchestrates the management of logistics operations. On this basis, decisions can be prepared,

supported or executed fully autonomously. Consulting, cloud and managed services, as well as the EPG Academy, complement the portfolio with comprehensive services for the planning, operation and continuous development of modern logistics environments.

Company Contact

EPG – Ehrhardt Partner Group

Dennis Kunz

Tel.: (+49) 67 42-87 27 0

Email: presse@epg.com • Website: www.epg.com

Press Contact

BFOUND GmbH

Rebecca Schlag

Tel.: (+49) 67 42-87 27 5000

Email: Rebecca.Schlag@bfound.com • presse@epg.com • Website: www.epg.com