

Press release

Greater Efficiency and Process Reliability in the 3PL Environment

States Logistics Optimizes Picking Operations with LYDIA Voice

Rising order volumes, high pick density, and constantly changing customer requirements are part of daily operations for third-party logistics providers. In highly dynamic warehouse environments, paper-based and scanner-supported processes are increasingly reaching their limits. At the same time, pressure continues to grow to onboard new employees faster, reduce error rates, and sustainably improve productivity. These were exactly the challenges faced by U.S.-based logistics provider States Logistics. Together with the EPG (Ehrhardt Partner Group) and ASW Global Consulting, the company therefore decided to implement the voice-directed picking solution LYDIA Voice. The result: significantly higher picking performance, improved process reliability, and noticeable relief for warehouse employees in their daily work.

States Logistics is one of the established 3PL providers in the United States, serving a wide range of customers with complex distribution requirements and high shipping volumes. Large-volume orders with extensive pick lines increasingly created limitations in speed and efficiency within the existing RF- and paper-based processes. At the same time, fluctuating labor availability increased the effort required for onboarding and training new employees. "We process large orders with an enormous number of cartons and a lot of movement throughout the warehouse. Productivity improvement was therefore our primary focus," explains Todd Myers, Application Manager at States Logistics.

Seamless Integration into Existing Processes

To make picking operations more efficient and flexible, States Logistics implemented the voice-directed solution LYDIA Voice together with EPG and ASW Global Consulting. A key factor in the decision was the straightforward integration into the existing Infor WMS environment, as well as the ability to flexibly adapt workflows without interfering with the core logic of the warehouse management system. LYDIA Voice communicates directly with the ERP and WMS landscape and guides employees through all picking processes using voice instructions. The hands-free, eyes-free principle enables focused, ergonomic, and safe working conditions, particularly in highly dynamic warehouse areas with long travel distances and high pick density.

Fast Rollout Without Interrupting Operations

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The implementation was carried out step by step during live operations without disrupting ongoing warehouse activities. Instead of a traditional big-bang rollout, States Logistics initially introduced voice picking with only a small group of employees before gradually expanding usage across additional teams.

“To be honest, at first I wasn’t sure how smoothly the implementation would actually go,” Myers recalls. “We obviously couldn’t just shut down operations for a day. So we started with a few employees using voice and gradually integrated more teams over time.” The results became visible very quickly: “After the first week, practically everyone was already working with voice.”

Concerns regarding speech recognition performance in noisy warehouse environments also proved unfounded. “We have absolutely no issues with voice recognition,” Myers continues. “We have radios running, multiple employees picking in the same zone at the same time, and the system still works reliably. LYDIA Voice only recognizes the voice of the individual employee.”

Measurable Efficiency Improvements in Daily Operations

With the introduction of LYDIA Voice, States Logistics significantly increased productivity in case-picking operations. At the same time, picking accuracy improved by 68 percent. The company also substantially reduced both training times and overtime hours. Employee satisfaction within warehouse operations improved noticeably as well.

Especially in the fast-paced 3PL environment, the flexibility of the solution proved to be a decisive advantage. Process adjustments and optimizations could be implemented at short notice without interrupting existing operations or requiring changes to the underlying WMS. “As the project progressed, new ideas and requirements kept emerging that we hadn’t even considered at the beginning,” explains Myers. “But we were able to adapt processes at any time without creating major issues.”

Scalable Foundation for Future Growth

Today, LYDIA Voice provides States Logistics with a flexible and scalable foundation for the requirements of modern 3PL logistics. The deep integration into the existing system landscape, rapid onboarding of new employees, and high level of process stability enable the company to remain agile in responding to increasing volumes and evolving customer requirements in the future.

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EPG – Smarter Connected Logistics

EPG is a leading international provider of a comprehensive Supply Chain Execution Suite (EPG ONE) and employs more than 1,000 people across 23 locations worldwide. More than 1,600 customers use EPG solutions to optimize their logistics operations in manual, semi-automated, and highly automated environments, including airport ground handling and cargo operations. 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 workflows (LYDIA Voice), and specialized software solutions for the aviation industry. Complementing the EPG ONE Suite, EPG AURA provides an AI-native environment featuring modular AI services and functionalities, including AURA Agents and Capabilities, designed to intelligently enhance operational supply chain execution. AURA can be deployed alongside the EPG ONE Suite or operate independently with third-party systems such as ERP platforms, warehouse software, automation solutions, and other enterprise applications. AURA connects and synchronizes data, events, and processes across warehousing, transportation, and production environments, supporting and orchestrating logistics operations in real time. Based on this foundation, decisions can be prepared, supported, or executed fully autonomously. Consulting services, cloud and managed services, and the EPG Academy further expand the portfolio with comprehensive offerings for the planning, operation, and continuous optimization of modern logistics environments.

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