



CASE STUDY

LYDIA VOICE DELIVERS TOP EFFICIENCY AND QUALITY STANDARDS AT VITA ZAHNFABRIK

VITA Zahnfabrik, an innovative fourth-generation family-owned company based in Bad Säckingen, Germany, has chosen LYDIA Voice to optimize its order picking operations. A respected name in the dental industry, VITA relies on the Pick-by-Voice solution from EPG (Ehrhardt Partner Group) as a cornerstone of its zero-error strategy. With premium products shipped worldwide, error-free order fulfillment is critical. LYDIA Voice enhances process accuracy with multiple verification steps built into the voice-guided dialogue, significantly reducing the risk of packaging mistakes for small and delicate items. Compared to the company's previous voice system, LYDIA Voice is more intuitive for employees and offers far greater system stability — resulting in smoother, more reliable workflows.

NO COMPROMISES ON PERFORMANCE

The new voice picking solution is now implemented at VITA's global distribution center in Bad Säckingen. Covering 4,500 square meters and housing 225,000 storage locations, the facility manages an inventory that includes several million artificial teeth. In order picking, a well-coordinated team ensures the reliable processing of a three-digit number of orders every day. Several thousand pick positions are handled efficiently and accurately in the process.

With most orders shipped via air freight — making returns particularly costly — VITA enforces a zero-error policy in its picking process. The company also prioritizes maximum efficiency and continuous innovation to maintain its premium

customer service standards. "Our goal is to maximize both quality and efficiency," explains Robert Lauber, Head of Logistics at VITA Zahnfabrik. "That's why we can't afford to compromise when it comes to our picking solution. The system needs to be stable, user-friendly, and capable of handling our unique quality assurance processes."

GO-LIVE DURING ONGOING OPERATIONS

Another key factor for the company was its longstanding partnership with EPG. For more than 20 years, VITA has relied on EPG's LFS warehouse management system. "As a company with a long-standing tradition, continuity and long-term partnerships are extremely important to us — and that



OBJECTIVES

- Implement a zero-error principle in order picking
- Ensure efficient and stable processes
- Replace the outdated pick-by-voice system.



SOLUTION

- Deploy LYDIA Voice with a customized voice dialog
- Integrate seamlessly into the existing IT infrastructure
- Support the transition with on-site assistance



RESULTS

- Reduce errors through multi-step verification processes
- Improve overall efficiency and system stability
- Enhance user acceptance through comfort and reliability

includes our technology providers,” explains Robert Lauber. “Choosing LYDIA Voice was therefore a natural decision.”

The transition to the new system was part of a larger SAP migration. An EPG specialist was on-site to support the implementation, configure interfaces, and fine-tune specific functionalities. “The expert guidance and hands-on approach provided by the EPG consultant were instrumental in ensuring a smooth rollout,” says Lauber. Throughout the entire process, warehouse operations continued without interruption, and the high level of customer service remained consistently maintained.

VOICE DIALOG TAILORED TO OPERATIONAL NEEDS

From EPG’s perspective, the project was characterized by two key aspects: the verification steps within the picking process and the highly granular nature of the products. “Many companies assume that voice picking isn’t suitable for small items — in this case, artificial dental prosthetics such as teeth — but that’s not true. In fact, this is where the hands-free principle offers significant advantages, enabling more focused and efficient work,” explains Nikolas von Merzljak, Sales Manager LYDIA Voice at EPG.

The system is also able to seamlessly support VITA’s specific processes: “The voice dialog can be flexibly adapted,” von Merzljak continues. Together with the customer, EPG defined customized voice commands and adjusted the dialog accordingly. Today, it guides employees through five verification steps:

First, the picker must confirm they are at the correct storage location. When removing the item, a product code is used to verify whether the correct product is being picked. This code contains both numbers and letters — another special feature at VITA. The next step involves a stock check: each location holds two load carriers with tooth sets. If the last item is picked from one of the carriers, this must be confirmed. A perpetual inventory check is also integrated into the dialog in the form of a residual quantity count. When only ten percent of a tray’s capacity remains, an entry is required.

In the final step, a volume calculation is carried out: the overarching system calculates the box’s capacity in the background and notifies the user when it is considered full. The employee must then confirm that the shipping box is indeed full. If the contents and the system calculation don’t match, a manual check is performed.



MORE EFFICIENT DESPITE THE SAME TECHNOLOGY

“Our employees immediately got the hang of the new voice system, and the overall acceptance within our team has been very high,” reports Lauber. The VITA picking team particularly appreciates the improved wearing comfort of the headsets. On the topic of improved system availability, he adds: “We hardly experience any outages anymore. And when we do, they’re due to network or server issues — not LYDIA Voice.”

At the site, Bluetooth headsets and mobile VOXTER® voice computers are used, which are worn by the employees on their belts. Lauber is clearly satisfied: “Since introducing LYDIA Voice, we’ve seen a noticeable increase in efficiency. That’s especially impressive considering that, as an innovative provider of premium products, we were already operating at a very high level. A voice system had already been in use, and we had continuously optimized our processes. The improvements we’re seeing are clearly the result of switching to a new provider.”

ABOUT VITA

VITA Zahnfabrik is an innovative, fourth-generation family business based in Bad Säckingen, Germany, and has been shaping the dental industry since 1924. The company provides high-quality solutions for dental technicians and dentists worldwide, with an unwavering focus on quality, usability, and aesthetics. With a comprehensive product portfolio ranging from CAD/CAM materials to advanced shade-matching tools, VITA employs around 700 people and serves customers in over 150 countries.