

Managing in a risky world

Hardly a week goes by without the EU adding the names of new sanctioned individuals to the annex of one of its embargo regulations.

Most recently, Russian and Ukrainian political and military officials have been sanctioned as a result of the crisis in Ukraine. Businesses must ensure that they do not provide any economic or financial resources to such listed entities. And it's not just the EU that issues sanctions: US authorities regularly add new names to their own restricted party lists.

AEB's recently released Compliance & Risk Management product, part of its ASSIST4 software suite, automates the restricted party screening process, with a view to ensuring that exporters comply with export bans and licensing requirements. The software is continuously updated to reflect changes not only in restricted party lists, but also in export control regulations. AEB employs in-house experts to ensure that changes to legislation are immediately implemented

in the software.

Improved features include:

- Access to more restricted party lists, e.g. Version 4.0 includes the Swiss SECO and the US FSE list.
- White list feature. White lists prevent unnecessary matches by filtering out official sanctions list entries that do not apply.
- Greater clarity in export controls: The software



highlights which export law is applicable and which national authority has jurisdiction. It is possible to customise site-specific settings for screening against the EU Dual-Use Regulation and specific national laws.

Ane Mette Hermansen, manager of global export control at Elekta AB says: "We were looking for a compliance solution that accommodates automated entity screening as well as ad-hoc screening of addresses, and at the same time provides a foundation for future growth and extended functionality. We have chosen AEB's Compliance 4.0 solution based on the flexibility of screening options and the modular system structure which facilitates the possibility to add further functionality and to integrate other parts of the business. Following review of comparable systems in the market, we believe that we have selected the right system to fit the needs of our company now, and in the future. The value-benefit ratio is right, and our users are particularly happy with the user interface of Compliance 4.0."

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Putting the fancy into voice tech

Fancy dress costume retailer Smiffy's opted for Voxware's Cloud Voice Management Suite (VMS) to increase fulfilment efficiency, boost safety and train seasonal staff quicker.

Smiffy's employs over 50 warehouse pickers and ships 2-2.5 million products every month to 5,000 stockists in over 40 countries around the world. Voxware's cloud voice software let Smiffy's deploy voice automation technology without building supporting tech infrastructure or self-hosting a solution.

Smiffy's head of operations Ross Johnson says: "We spoke with four different voice technology providers and were very impressed with Voxware. The team listened to what was relevant and important to us and really made an effort to understand our operation. Their genuine interest in our business gave us massive confidence in Voxware and the Cloud VMS solution."

When it comes to warehouse management, even a small percentage of errors has a huge impact on the bottom line. Errors not only reduce efficiency

but they also have a detrimental impact to the brand.

After careful consideration of various offerings, Smiffy's found that Voxware's cloud based voice offering would allow them to improve warehouse operations while ensuring an optimal customer experience.

Smiffy's experiences seasonal peaks between August and November, and now with Voxware's cloud offering, it can easily scale to keep pace with changing business demands.

Johnson explains: "We expect that voice technology will enable workers to cope with seasonal peaks with greater efficiency and accuracy than ever before, particularly at such critical times in the retail calendar. With regards to seasonal staff, the new system allows us to train them much quicker than before, and therefore this has a positive effect on our turnover of staff."

The retailer also cited Voxware's subscription-pricing model as a deciding factor in its choice to deploy VMS. The system is not geared up to allow Smiffy's to increase the pace of deliveries, rather it is designed to take pressure off pickers and help them to do a better job.

Johnson says: "At present we operate on a same day dispatch basis, and this will continue with the new system in place. The difference will be in taking the pressure off the warehouse pickers and enabling them to work more efficiently and accurately."

The change in warehouse methodology has also had an impact on safety.

"Implementing Voxware voice technology means workers can now do their jobs hands-free, instantly creating a safer working environment. While traditional order picking solutions are successful, voice technology brings a whole new level of safety to warehouse operations," explains Johnson.

"With staff able to pick entire orders without the need to look down, we anticipate fewer hazards and risks when working in the warehouse environment, contributing to a marked increase in both our levels of productivity and accuracy."

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Key Points

- Improved scalability during seasonal peaks.
- Reduced employee training time from half a day to one hour or less.
- Subscription-pricing model.
- Rapid deployment.