



Coca-Cola HBC Aims for 100% Accuracy Using Vision Picking Solution xPick

 **Coca-Cola**
Hellenic Bottling Company

 Thessaloniki, Greece

 FMCG industry

 Productive use

 2019

INITIAL SITUATION

Coca-Cola Hellenic Bottling Company (HBC), one of the largest bottlers for The Coca-Cola Company in terms of volume with sales of more than two billion unit cases every year. At Coca-Cola HBC's distribution center based in Thessaloniki Greece, a team of 12 pickers collects multi-product orders. Crates, shrink-foiled bottle packs and cans are packed onto pallets for the delivery trucks. For order picking they use a tablet mounted on the pallet jack and RF guns.

“ Thanks to TeamViewer’s innovative technology and excellent collaboration, we were able to improve our productivity while at the same time increase our picking quality and thus our customer satisfaction. It could not be better.”

*- Suzana Rari, Supply Chain Manager,
Coca-Cola HBC Greece & Cyprus*

BUSINESS CHALLENGE

Constantly exploring new technologies that help optimize Coca-Cola HBC's logistics processes and increase customer service level, Coca-Cola HBC identified the opportunity to switch to smart glasses and assisted reality (AR) solutions targeting to improve picking quality and pallet packing accuracy in the warehouse.

TEAMVIEWER SOLUTION

To optimize their processes, Coca-Cola HBC chose to implement the industry-proven TeamViewer solution xPick running on robust RealWear HMT-1 smart glasses. The pickers are shown the picking items, picking locations and quantities right in their field of view. To confirm they picked from the right location, they scan a QR-code placed above the pallet with the smart glasses' camera. This leaves the picker's hands free for the actual task. The orders are displayed in a step-by-step manner as Coca-Cola's SAP production system and warehouse management system were connected to the solution, to deliver the order data. In this way, the system is also automatically updated about the status of all individual orders.



CONVINCING BENEFITS

After two months of the vision picking implementation, the picking performance tends to increase by approximately 6-8% - aiming to reach 100% accuracy. With using the TeamViewer solution, Coca-Cola HBC further enhanced the customer satisfaction and improved CAPEX compared to former scanner technology and pallet jack mounted ruggedized tablets.

Also, the pickers are satisfied with the new solution. Before the deployment, they tested a pick-by-voice solution and other technologies and voted for a vision picking solution. All these benefits of xPick, including the easy scalability of the solution, were so convincing that Coca-Cola HBC is planning to deploy in total at eight different sites.



99.99%
Accuracy



6-8% Increased
Picking Performance



Easy
Scalability

Get in touch

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TeamViewer