

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



Initial Situation

Coca-Cola Hellenic Bottling Company (HBC) is 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 the Coca-Cola HBC distribution center based in Thessaloniki, Greece, a team of 12 pickers collects multi-product orders. Crates, shrink-wrapped bottle packs, and cans are packed onto pallets for the delivery trucks. For order picking, they use tablets mounted on pallet jacks and radio frequency (RF) scanners.



Thessaloniki, Greece



Fast-Moving Consumer Goods (FMCG) Industry



Productive Use



2019 Solution Deployment

Challenge

Constantly exploring new technologies that help optimize their logistics processes and increase customer service level, Coca-Cola HBC identified the opportunity to switch to smart glasses and remote assistance solutions to improve picking quality and pallet packing accuracy in the warehouse.



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**

Teamviewer Frontline Solution

To optimize their processes, Coca-Cola HBC chose to implement the industry-proven TeamViewer Frontline 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 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 integrated with the solution to deliver the order data. This enables their systems to automatically update the status of all individual orders.



Results

After two months of implementing the vision picking solution, the picking performance increased by approximately six to eight percent, with the aim of reaching 100 percent accuracy. By using the TeamViewer Frontline solution, Coca-Cola HBC further enhanced their customer satisfaction and improved CAPEX compared to former scanner technology and pallet jack mounted ruggedized tablets.

The best part? Their 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 it at eight different sites.



99%
Accuracy



6-8% Increased
Picking Performance



Easy
Scalability

About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device – across platforms – from anywhere.

With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

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