



VOICE IN THE CLOUD: PART ONE

The Infrastructure of a Cloud-Based Voice Solution



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Cloud-based solutions have long been involved in businesses, with millions of companies all over the world relying on the cloud to host documents, images, processes and more. Although the cloud is mostly known for use on the administrative side of the business, it has found a new use case- cloud for the warehouse.

Voice has traditionally been a self-hosted technology, but then again, so have most warehouse technologies. With the emergence and availability of safe, secure and reliably cloud-based options, voice has been able to make the transition to the cloud, offering multiple financial and technical benefits.

For the purposes of this paper, we will look at the warehouse solution in the cloud as a hosted solution.

HOW IT WORKS

In order to gain the maximum benefits of a voice solution, the voice system is configured to meet your unique requirements and to improve upon existing processes. This requires a specific version of the voice software to be hosted in the cloud on either physical or virtual servers, which can be accessed via a dedicated high-speed Internet connection. Dedicated high-speed internet connection examples include T1/T3 pipes, MPLS (Ethernet WAN) or ATM, making remote access possible at local area speeds. Since the HighJump's voice solution is web-based, there is no need to install any client side software, which allows for access from most web browsers.

Voice devices are configured to access the hosted software via configuration files, which detail the local WLAN SSID name and security parameters as well as the host name/IP address of the server hosting the voice software. The voice devices then access the local WLAN and are routed over the Internet to the hosted voice software.

The hosted voice solution can be configured to support multiple sites via one installed instance, enabling users to manage multiple distribution centers over a large geography from one central hosted location.

BENEFITS

Time to ROI

By hosting your voice solution in the cloud, you are eliminating a large portion of the on-site costs you incur with a typical implementation. This greatly decreases the upfront cost to begin using voice, while allowing you to still receive the host of benefits that make voice one of the top warehouse technologies in the industry. The combination of the lower upfront costs and the increased productivity and accuracy that most warehouses see immediately after installing voice means your time could be reduced by as much as 80%.

Certainty

Many operations are hesitant to jump into a voice implementation, especially if it is a large change in technology for the workers. With a cloud-based voice solution, you are set up with a monthly subscription, allowing you time to determine if voice is the right fit for your organization, and measure the results.



IT Investment

By having someone else host your voice solution, they also assume all IT responsibilities. This reduces the IT investment required to have a voice solution, and allows you to reallocate those resources to other projects that have a higher priority.

Innovation

Technology is changing at a staggering rate, which can make many companies hesitant to invest in current technologies. By keeping voice in the cloud, you are able to enjoy the benefits of voice while maintaining flexibility to adapt to changes in the future.

Cloud Security

With a cloud-based solution, the risk and liability are assumed by the service provider, rather than your internal IT team. These service providers will often have hardware and software that are far more advanced than what you would find in a warehouse, and the success of their company rests on the fact that they can keep your information safe. While the news may make it seem like cloud breaches are common, they are in fact more heavily secured and monitored than nearly any internal set-up ever would be.

CONCLUSION

The resources required to implement a new technology solution can make it challenging for many companies to justify the costs. By utilizing cloud-based technology for voice, you can avoid the large investment while still gaining the benefits of voice for the warehouse.

For more information about voice in the cloud, stay tuned for Voice in the Cloud Part Two: The Financial Structure of a Cloud Based Solution.

ABOUT HIGHJUMP

HighJump is a global provider of supply chain management software that streamlines the flow of inventory and information from supplier to store shelf. Named to the Inc. 5000 Fastest Growing Companies list for 3 years running, HighJump employs more than 440 team members worldwide, and supports more than 4,000 customers in 66 countries, ranging from SME business to global enterprises.

HighJump's functionally rich and highly adaptable end-to-end solutions help users achieve new levels of supply chain responsiveness, performance and profitability, from the warehouse to the storefront, from the desktop to the driver's cab. HighJump's suite of warehousing, manufacturing, transportation, distribution, mobile delivery and retail solutions allow users to seamlessly drive growth, customer satisfaction and revenue by delivering goods faster and more profitably. **HighJump: supply chain accelerated.**

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