

EMPOWER YOUR RETAIL FUTURE

5 ways Honeywell can support
you in shaping your own future.

START THE JOURNEY

Honeywell



RETAIL IN-STORE OPERATIONS

Anyone with responsibility for operations knows first-hand the impact of rapid change in retail. Customer expectations are changing. Workforce requirements are changing. Supply chains are changing.

Constant change seems to have become normal in retail. No doubt you have already faced a drop in brick and mortar margins or competition from digital-only players. The global situation in 2020 has added to this state of flux. Especially for in-store operations, logistics and warehousing.

As the pressure mounts on your in-store profit margins, what else can you do to maintain operational efficiency? Continue delivering new services like click and collect and personal shoppers? And still deliver market-leading customer experience? Added to these are the pressures of operations shifting online and the urgent need to keep customers and employees safe with new processes.

At Honeywell, we empower retailers to take control of their own futures through innovative technology that improves associate productivity and safety.



In the pages that follow, we highlight the five areas where we can support you and your colleagues as you adapt to continual change in retail:

1. **Workforce Operations**
2. **Business Transformation**
3. **Customer Experience**
4. **Innovation & Automation**
5. **Sustainability**



1. FOCUS ON WORKFORCE OPERATIONS

Social distancing and remote working pose fresh challenges for any retailer. Workforces are having to adapt to new ways of working, new safety rules, and new technologies. Attracting people with different skillsets affects operations as much as HR. In particular, enabling them to work without disruption while maintaining compliance to safety protocols and remaining productive is extremely complex.

How Honeywell can improve your workforce operations

Staff need support to do the best possible job. In some cases, this simply means having the right tools at their disposal. In other cases, it's about comprehensive software that can connect, direct, manage, and optimize the way they work. This could be through automation that guides tasks like order fulfillment and stocking, by fostering team collaboration with a unified communications application or using data insights to improve individual performance.

We can provide you with all of this. Our powerful technologies mean you can quickly turn merchandise into revenue streams, deliver customer convenience, and avoid millions in losses.

Our task automation technology and mobile device analytics help you eliminate the guesswork associated with running stores and fulfilling orders. And our unified communications tools will make new employees as productive as veterans right from the get-go. Our mobile computers will help you optimize inventory by determining 'What next?' for individual items. And our partnership with Optoro means you can profitably reintroduce returned items into your supply chain with data-driven decision-making that guides associates on the best resell channel.





Supporting every employee with 4 important workforce advances

Technology-directed and employee-focused. That’s our approach to hardware and software systems that can improve people’s safety, efficiency, and accuracy at work. We help you empower customer-facing associates to operate in-the-moment. And we can provide you with the tools to onboard and train employees in new technologies. That way, you can simplify tasks and help your people focus on delighting your customers.

1. DO YOU WANT TO DIGITIZE AND AUTOMATE REPETITIVE TASKS?

With Honeywell’s Guided Work, associates use an application to direct their stocking, shelving and order fulfillment tasks to avoid costly mistakes and make the tasks of your non-customer facing staff as efficient as possible. Guided Work instructs store associates – equipped with a lightweight, comfortable headset—via audible directions confirmed verbally by the associate. It directs associates through specific workflows and tasks to drive new levels of process efficiency and consistency, as well as introducing much clearer metrics into day-to-day operations.

2. LOOKING TO ACCELERATE YOUR ECOMMERCE AND MAKE CLICK AND COLLECT PROFITABLE?

With the growth in click and collect and ship from store fulfillment, you need to deliver on customer expectations for accurate orders that are ready for pickup quickly—often within next- or same-day fulfillment windows. Our Guided Work software paired with mobility devices direct picking tasks to better meet service level agreements and maximize labor productivity. A typical click and collect grocery order includes up to 50 items for a purchase total of up to \$200. So it’s in your best interest to fill these orders as quickly and accurately as possible to keep customers happy and efficiency up.

3. NEED TO IMPROVE STOCK VISIBILITY AND NEVER DISAPPOINT CUSTOMERS WITH OUT-OF-STOCK ITEMS AGAIN?

If you have ambitious targets to improve inventory accuracy and stock visibility, then our system-driven receiving, staging, and put-away technologies can help—from dock to shelf. Automating inventory processes cuts down on manual, cumbersome tasks so that you can focus on keeping shelves fully stocked. So that when a customer arrives and finds the items they want are in-stock they leave with a smile on their face.

4. CURIOUS ABOUT HOW YOU CAN ADAPT TO COMPLY WITH NEW SAFETY GUIDELINES WHILE KEEPING YOUR STAFF CONNECTED?

Our solutions prioritize worker safety and aim to help protect the wellbeing of shoppers and associates. New features within Honeywell Operational Intelligence—including proximity detection, device cleaning manager, device check-out/check-in, and remote assist— can help you meet asset control, social distancing, and contact tracing requirements.

With 80% of the retail workforce deskless, effective team communication technology is crucial. With Honeywell Smart Talk and our partnership with Teatro, we are improving communications between associates within the store and across the retail enterprise.

[ASK US MORE](#)

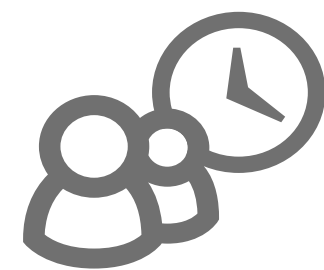


See us in action

[See how we improved inventory management at Marks & Spencer in the UK >](#)



You can improve team productivity by up to



35%

with task-directing technology

How can you be efficient when no two days are the same?

Retail is a dynamic sector driven by customer demands. It's interesting and unpredictable in equal measure. So making things simpler and more efficient isn't always straightforward. Especially when you need to provide seamless customer service in the face of competition from pure-play e-tailers.

Honeywell Guided Work will help you make workflow tasks more predictable and help your staff focus on delighting customers. Our task-directing technology improves accuracy and efficiency in retail operations. It will minimize the chance of out-of-stocks through faster gap scans. And it will give you something the e-tailers don't have—a higher quality, in-person customer experience.





2. FOCUS ON BUSINESS TRANSFORMATION

The current global situation has only accelerated the need for digital and operational transformation. Retailers that can adapt quickly position themselves for staying in business. With so much uncertainty, one of the biggest operational challenges is maintaining continuity while controlling rising costs and meeting new safety guidelines.

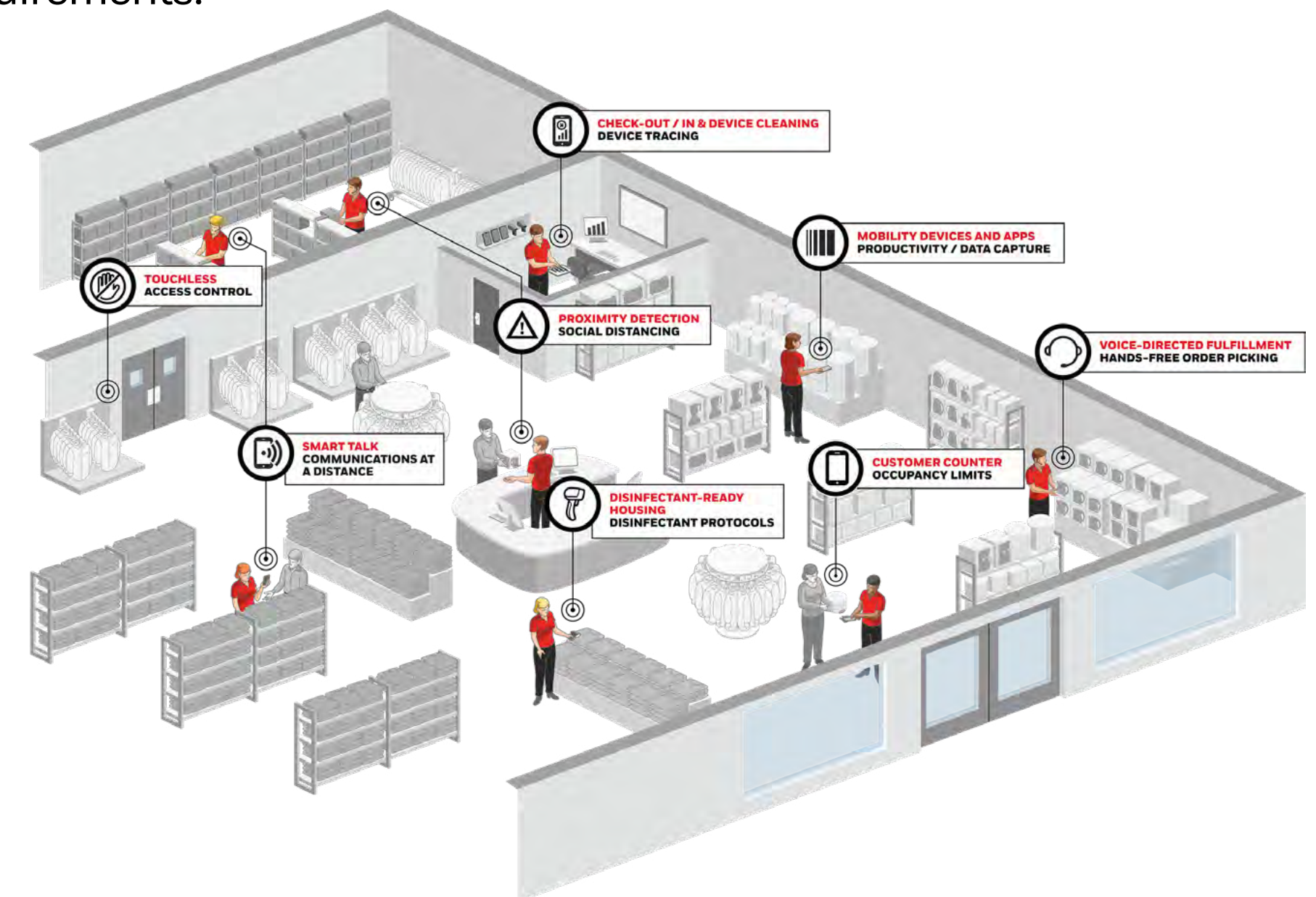
Making life more convenient for customers while everything else is changing isn't easy either. All these critical elements require constant attention right across the business—from seamless customer touchpoints and clear in-store safety protocols through to smarter supply chains.

How Honeywell can support your business transformation

You don't have to go through business transformation alone. We can help you modernize crucial elements of your supply chain and store operations so that they're future-ready—from click and collect to customer experience.

We offer a broad portfolio that can support your vision for continual adaptation within your stores and across your supply chain, whether through Honeywell's strategies for productivity, operational safety, or end-to-end distribution center (DC) control. Honeywell Building Technologies can help you create more flexible workspaces and we can help you source the right Personal Protective Equipment (PPE) too. We can also support you with getting your retail operation back to maximum capacity under the new conditions created by the current global situation.

We don't do this alone either. We can call on a global partner ecosystem of some of the world's most innovative software providers to tackle your critical requirements.





Solving 4 key transformation challenges

Managing the pace of change and responding to new competitors. Adapting to new safety protocols and countering staff cutbacks or lower margins. Meeting demands for engagement across different channels and more efficient logistics. Our approach connects people, assets and merchandise like never before, so you can respond to all these retail challenges.

1. DO YOU WANT TO AUTOMATE KEY BUSINESS PROCESSES & ADAPT TO CHANGING PROTOCOLS?

Honeywell data collection and automation technologies will enhance working practices and reduce manual tasks in your stores and across your retail supply chain. From improving throughput at the distribution center, to streamlining the back-of-store and stock takes, to speeding up the checkout counter or curbside pickup, our data collection and automation solutions are leading the way.

2. NEED HELP FINDING THE RIGHT FIT FOR YOUR IN-STORE COMMUNICATIONS?

For associates equipped with a mobile device, Honeywell Smart Talk communications platform provides a secure VoIP, messaging, and presence solution. Smart Talk delivers all-in-one in-store communications for mobile-equipped employees—giving them a constant connection to enterprise apps, other associates, stockrooms, and your store managers.

For associates who don't currently use a device for their tasks, our solutions partner, Teatro, offers a voice-controlled mobile platform on a dedicated device. This connects the hourly workforce to an enterprise network for the first time, eliminating the need for two-way radios and overhead paging.

It also gives all employees real-time access to information such as inventory and orders. We integrate all these forms of communication into a single platform so all your colleagues can stay in touch, regardless of their device enablement.

3. WHAT ABOUT A MORE SECURE ENTERPRISE DEVICE DEPLOYMENT DESIGNED FOR LONGEVITY?

Devices on the Honeywell Mobility Edge computing platform offer the most robust enterprise mobile security available to retailers—through to Android 11—to give you the longest security lifecycle in the industry. When you take control of your mobile device management with Mobility Edge, you'll be positioned to drive business agility faster, better, more cost-effectively and with less risk.

4. LOOKING FOR DEEP PERFORMANCE INSIGHTS INTO ASSETS, PEOPLE, AND TASKS FROM A SINGLE PLATFORM?

With Honeywell's Operational Intelligence solution, you can manage all your critical physical assets and associate activities from a cloud-based platform with real-time device tracking and analytics. Actionable insights help you drive associate productivity and keep your operation at peak performance. New features supporting device cleaning protocols and helping enforce social distancing between store associates help you adapt operations as required.

[ASK US MORE](#)



See us in action

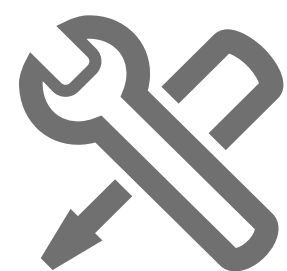
[Watch how we increased warehouse and in-store productivity for Auto One in Australia.](#) >



What's the simplest way to keep your critical technology in the hands of associates, all day, every day?

Sometimes it's the smallest things that can hold you back. If your mobile devices aren't performing or they're not maintained properly then it can affect your productivity. And your profitability. Especially when almost a third of devices go missing and one in ten fail before the end of a full shift.

Honeywell Operational Intelligence is cloud-based software that allows you to see what's going on with every device in your estate. Real-time tracking. Device analytics. Remote security updates. Armed with this powerful new tool, you can cut the costs of devices being out-of-action and use new insights to improve workflows.



25%

of devices are sent for repairs unnecessarily

Industry data shows that retailers commonly report losing between

10-30%

of their mobile computers annually.

If a device costs the retailer \$750 to replace, for a retailer with 2,500 devices that 30% could add up to almost

US \$200K PER YEAR¹



3. FOCUS ON CUSTOMER EXPERIENCE

Attracting customers is one thing. Retaining customers and generating loyalty is quite another, particularly in the current retail climate. So there's mounting pressure to continually deliver experiences that match the convenience customers get elsewhere. For operations, this isn't just down to the intersection between people and technology. It's also dictated by external forces, including how the business can respond to changing safety guidance from different governments.

How Honeywell can enhance your customer experience

A joined-up approach across retail operations can help your business adapt to changing customer demands. You can easily combine our hardware, software and support to enhance the shopping experience in your stores, at click and collect areas or through digital points of sale.

We provide the infrastructure that enables frictionless experiences—even as the current global situation accelerates the shift to ecommerce, curbside pick-ups, home delivery, and contactless payments.

We design our technologies and services around the changing needs of customers and retailers. And we're responsive to the wider requirements of huge retail organizations. Like developing better ways for colleagues to connect across brick and mortar environments or providing the technology for faster warehouse picking and logistics.





Meeting 4 crucial customer needs

From contactless checkout to a pleasurable click and collect service, our technologies can make shopping quicker and more convenient for consumers. With expertise across the retail spectrum—from POS scanning to maintain social distancing through to mobile apps for communications on-the-go — Honeywell can help you deliver the curated experiences and immediate satisfaction customers now expect.

1. NEED TO ENSURE THE RIGHT ITEMS ARE IN STOCK & ECOMMERCE ORDERS ARE FULFILLED FLAWLESSLY?

Proper inventory levels and planogram compliance are essential for a positive shopper experience. Fluctuating demand and high return rates make managing inventory levels and order fulfillment a complex challenge. With Honeywell’s Guided Work for Retail, your associates are quickly directed to the exact location of each item within the order, ensuring the most efficient route possible. The reduction in task times can offer a 20% increase in the productivity of your retail associates. Better yet, you can gain a much-needed acceleration to boost digital sales while providing more personalized and immediate fulfillment for your customers. Supply chain visibility and control of stock helps you prevent out-of-stocks and misdelivered or incorrect orders to avoid dissatisfied customers.

2. DO YOU WANT TO ARM ASSOCIATES WITH THE RIGHT TECHNOLOGY TO EARN FIVE-STAR CUSTOMER EXPERIENCES?

Give your associates the ideal tools for the job and help your staff attract, engage, and retain more customers. Our seamless communication solutions support curated experiences and instant responses to queries from across the store. Our mobility, scan, and print hardware plus intuitive software and support combine to help you create exceptional experiences in-store, at the point of sale, through click and collect, and all the way to the customer’s front door.

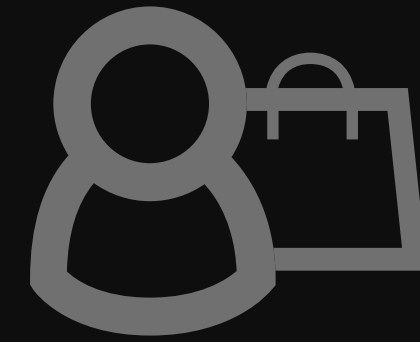
3. LOOKING FOR FASTER CHECKOUT EXPERIENCES FOR YOUR CUSTOMERS TO REDUCE ABANDONED CARTS AND INCREASE LOYALTY?

Our point-of-sale barcode scanners are optimized for faster checkout times, with fast and accurate scans at the checkout, collection desk, or curbside. Advanced imaging and scanning tech keeps mobile coupon or loyalty card scanning and mobile payment scanning as quick and painless as possible. With our comms solutions, we’ll also help you connect your associates so they can assist shoppers on-the-spot and reach out to colleagues for help.

4. HOW ABOUT A WAY TO IMPROVE CUSTOMER DATA PRIVACY AND SECURITY?

When you need to protect confidential customer information, we’ll keep your data safe and secure. Honeywell devices on our Mobility Edge platform offer the longest security lifecycle in the industry for protecting valuable customer data without compromise.

[ASK US MORE](#)



90%

of consumers say they want a convenient experience when they interact with a brand online²

How do you bring merchandise, associates, and customers together... more easily?

Four in every five employees don't work from a fixed desk. In retail environments, the ability to move around is crucial to getting the job done. Associates need support to collaborate with team members on the go, all the while keeping their required distance from each other and from the customer. They often have to rely on a mix of communication methods to stay in touch. This means multiple training sessions and endless headaches for IT with lots of different kit.

Honeywell Smart Talk unifies team communications under one application to better empower the associate to serve the customer. Your associates can make voice or video calls, use push-to-talk, text, or message a channel all from a single device. This can enable them to – for example – check inventory in the backroom real-time without leaving the customer abandoned on the shop floor, or give curbside delivery associates the ability to communicate with in-store employees if a customer wants to add an item to their order. Whether it's physically aiding the customer, offering recommendations, or processing returns, keeping communications at your associates' fingertips adds up to reduced abandonment, increased basket size, and happier customers.

²Source: Retail Customer Experience, 2020



4. FOCUS ON INNOVATION & AUTOMATION

Two of the most significant drivers of technology adoption in retail are financial. Some retailers need to rapidly cut costs. Some have spotted new, profitable opportunities to grow. Embracing new technologies like automation or remote enterprise asset management can have a significant impact on operations. Yet it's not always simple to source the right new tech while maintaining a seamless customer or employee experience.

How Honeywell can deliver innovation and automation

Retailers are forced to operate with fewer and fewer employees in a more and more competitive market. And all of this against a backdrop of ceaseless customer demand for better service and added innovation. We can help you adapt to change and respond to increasing demand for new services.

Honeywell helped pioneer the barcode scanning market in the 1970s and over the years our new innovations have helped retailers achieve significant improvements in efficiency, speed, and accuracy in their operations. Through strategic investment and partnerships, we're already creating new retail services based on AI and automation.

Our Operational Intelligence solution turns raw data in to predictable patterns so you can see what's really happening in your stores, warehouses, and delivery vehicles. And because we're a \$40 billion company, we can act on what we learn to develop technologies that benefit all retailers.

Our newest imagers, built on our legacy in scanning and imaging innovation, incorporate dynamic machine learning and advanced mobile imaging technology. And we stay on top of retail regulations to make sure the innovations we offer meet strict legal, data, and safety standards. Crucially, we listen to our retail customers too.

AT YOUR CONVENIENCE



91%

OF OVERALL RETAIL DOLLARS spent in-store vs. online



75%

OF SHOPPERS CHOOSING IN-STORE PICKUP to avoid shipping costs from online purchases



Staying focused on 4 long-term goals

We're building up a head of steam in retail and setting the pace for others to follow. We're helping retailers integrate store and supply chain operations or introduce powerful technologies like Machine Learning and automation. We also offer access to expert insights as retailers look to the longer-term. When it comes to the transformation agenda, we're trusted by some of the world's biggest retailers to support their transition to new ways of working. As you'll find, we're so much more than a hardware vendor. Honeywell offers the hardware and software technology solutions you need to **easily connect your people, your assets, and your processes**. With Honeywell, supply chains run faster and more efficiently, retail associates are more productive and safer, while managers have enriched operational intelligence with data-driven insights for better decision-making.

1. DO YOU WANT TO ACCESS THE LATEST RETAIL TECHNOLOGY?

Many people view Honeywell as a hardware company – and it is. But it is also a software company, because great hardware needs powerful software to make it more effective. When hardware and software work together, business is better. Our focus on innovation is creating services that improve speed, agility, and retail recovery. New solutions like Operational Intelligence for delivering retail insights and Smart Talk for team communications are revolutionizing our customers' operations. Our state-of-the-art bar-code scanning capabilities coupled with AI and Machine Learning are capable of scan ranges from a few inches out to 30 feet and accuracy even on the most damaged barcodes – right to the back of the shelf. Strategic partnerships with independent software vendors (ISVs) and leading tech companies like Qualcomm and Google underpin advances in our offerings.

2. LOOKING TO ESTABLISH A MORE CONNECTED APPROACH TO APPLYING TECHNOLOGY TO YOUR OPERATIONS?

We can help you move away from disconnected, single workflow, and product-oriented operations. With expertise across the retail value chain, we can start to connect any disparate elements within your organization to give you more visibility and much greater control.

3. DO YOU NEED TO REGAIN CONTROL OVER YOUR MOBILE DEVICES?

Extended lifecycles and enhanced security are two key reasons to invest in Mobility Edge, Honeywell's unified hardware and software platform for mobile computing. Only Mobility Edge guarantees support through Android R, giving you the longest security lifecycle in the industry. Mobility Edge is the engine behind advances like Machine Learning, for building powerful edge solutions that you can then validate once and deploy everywhere – faster and at lower cost.

4. PREFER TO WORK WITH A PARTNER THAT SUPPORTS YOUR VISION FOR THE FUTURE?

Some of the world's leading retail brands call on our expertise to stay focused on delivering major initiatives, innovation, and strategic objectives. We believe "The Future is What We Make It" by working together to turn your toughest challenges into a solution that makes your retail operation smarter, faster, safer, and more sustainable.

[ASK US MORE](#)



What could a unified, dynamic retail platform do for you?

Managing mobile devices across your enterprise enables associates to serve customers. Yet often this comes with a host of issues for retail IT teams. There can be multiple time-consuming procedures to follow when implementing firmware updates, security patches, or new feature releases.

Honeywell's Mobility Edge platform makes life easier for all by bringing everything together. Our unified hardware and software platform for mobile computing offers you the longest security lifecycle available in retail. It's built on Android R™ technology so it's future-proofed. And it allows you to deploy devices and upgrades across all your stores and distribution centers with ease.



5. FOCUS ON SUSTAINABILITY

Environmental impact has quickly risen up the retail agenda. Consumers and investors now expect retailers to have a response to their concerns for the planet. This includes the way that brands embrace new environmentally-friendly technologies and improve the company’s footprint. Yet sustainability is also an opportunity to become more efficient and continue operating within increasingly tight budgets.

How Honeywell can improve your sustainability

As consumers become more environmentally-conscious, retailers are expected to respond with more sustainable products and services. And Honeywell is well-placed to support your drive towards making less of an impact on the planet.

In 2018, we exceeded our own goal to improve greenhouse gas intensity by more than 10% against the 2013 baseline. In total, our sustainability program has reduced our greenhouse gas intensity by 90%. We have learned crucial lessons from this concerted effort. These insights are informing how we develop our technologies.

From recycled cardboard to battery-free scanners to simple power optimization in our devices, we always look to provide a positive impact for retailers.

Like our predictive battery management technology that reduces the amount of charging required, the number of batteries entering landfills and the special handling needed for recycling. Or our partnership with Optoro that is reducing the amount of returned merchandise being thrown away.

Demonstrate your environmental credentials

Reducing waste, boosting energy efficiency, and creating eco-efficient products are just three of the ways we’re supporting retailers to create a more sustainable future for their businesses, employees, and consumers.



6.1M LBS

of waste diverted from landfill
by Honeywell partner, Optoro ³

³Source: Environmental Impact, Optoro, 2020



1. ARE YOU ENVIRONMENTALLY CONSCIOUS AND LOOKING TO MINIMIZE WHAT GOES INTO LANDFILL?

With our battery-free scanners, you can eliminate waste and reduce total cost of ownership. We can also help you reduce waste across your returns processes through our unique approach to reverse logistics.

2. LOOKING TO REDUCE THE ENERGY YOU USE?

Our devices come with software that allows you to monitor the health of each one as well as predictive battery replacement alerts so you can avoid the cost of unnecessary waste.

3. WONDERING HOW YOU CAN REAP THE REWARDS OF PREDICTIVE MAINTENANCE?

Our solutions can make a significant contribution to your sustainability efforts. We can also cut the costs of your facilities through automation and device upgrades.

4. DOES YOUR BUSINESS NEED TO MAKE THE SWITCH TO ECO-EFFICIENT TECHNOLOGY?

Our priorities are health, safety, and environmental protection. These values are built into every new technology we create. This means we take deliberate and evidence-based steps that can help you boost eco-efficiency in your operations.

ASK US MORE



Honeywell Xenon XP cordless battery-free hand held scanner



When you're challenged to support great customer service, more profitable operations, and safe employees at the same time, you need a partner that can support you too.

In an ever-changing retail market, Honeywell will help you meet your short-term goals and achieve your long-term transformation and sustainability objectives.

We hope you've already got some ideas about how Honeywell could help you. But we recognise that every retailer has its own unique challenges. A good place to start is to talk them through.



**READY TO SHAPE THE FUTURE
OF YOUR RETAIL OPERATION?**

Get in touch with our retail experts.
[Just fill out your details.](#)

Honeywell