

# 2020 NRF HIGHLIGHT REEL: BRICK AND MORTAR – BUT NO WALLS.

Learn about insights and innovations to break down barriers and deliver a consistently great customer experience.

At Retail's Big Show, solutions experts from Honeywell demonstrated how artificial intelligence, IoT tools and data insights connect people, assets and merchandise across key operational in-store processes to deliver immediate satisfaction to consumers' changing needs.

## 1 MANAGE LEAN, RESPONSIVE INVENTORY LEVELS THROUGH THE POWER OF AI.

Ensuring proper inventory levels and planogram compliance is essential for a positive shopper experience. Fluctuating demands and high return rates make managing inventory levels and order fulfillment a complex challenge.

Streamline your inventory management process with Honeywell's advanced bar-code scanning capabilities coupled with AI and machine vision. Capable of scan ranges from a few inches out to 20+ feet and accuracy even on the most damaged barcodes – right to the back of the shelf – Honeywell scan technology improves ergonomics and reduces fatigue for store associates. Automating inventory processes cuts down on manual, cumbersome tasks so that you can focus on keeping shelves fully stocked.

Honeywell's RFID solutions help apparel retailers deliver on the promise of responsive inventory with 99% accuracy, a 30-50% reduction in out-of-stocks and 50% reduction in safety stock.<sup>1</sup>



## 2 EMPOWER ASSOCIATES TO DELIVER A MORE CONNECTED, FRICTIONLESS SHOPPER EXPERIENCE.

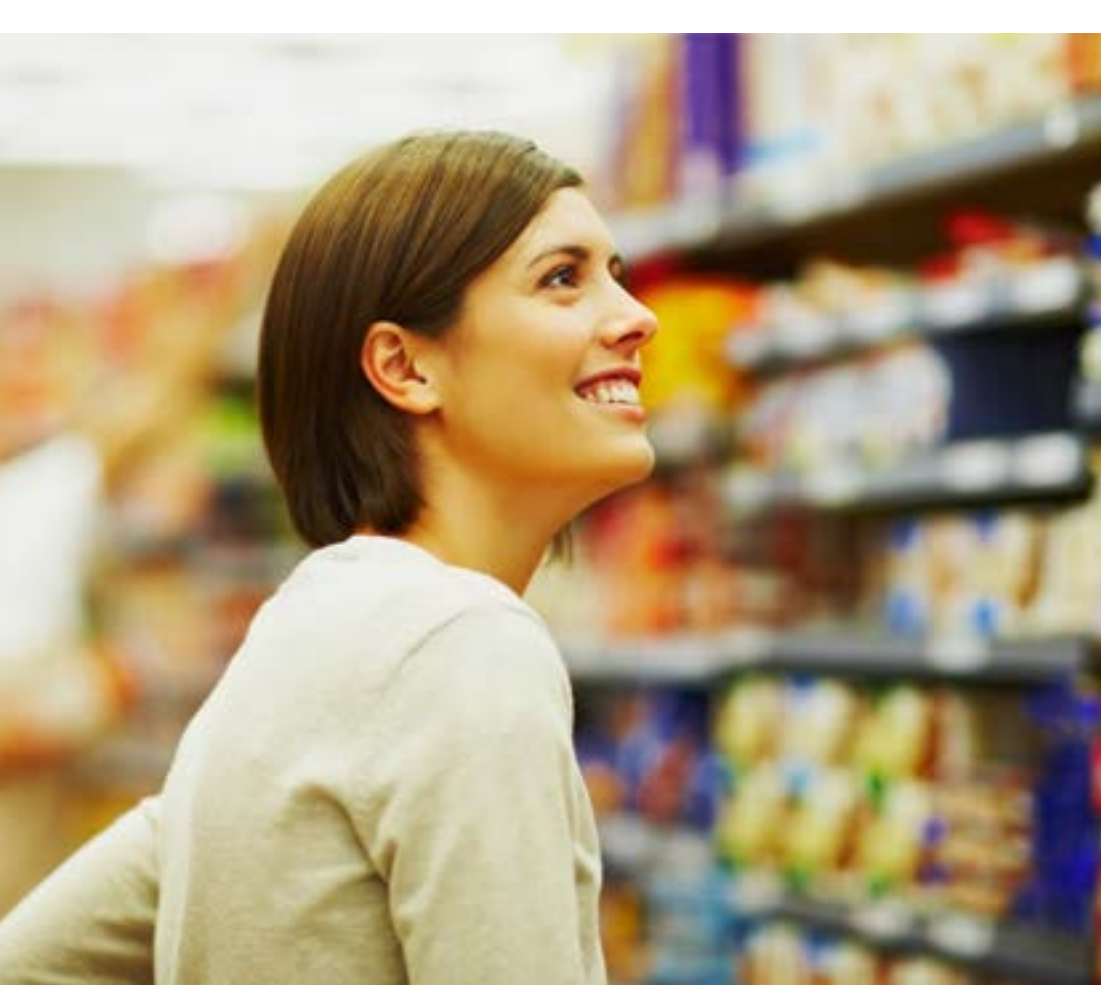
Whether it's taking a shopper's clothes to the dressing room, offering recommendations or processing returns – your associates are the undisputed face of your business. That's why arming associates with the right technology to keep pace with connected shoppers is mission-critical.

Honeywell's robust suite of voice-powered solutions and technology partners was built to solve your biggest challenges, and help you in creating a more personalized and immersive shopping experience.

Honeywell's [Smart Talk](#) communications platform provides a secure VoIP, messaging and presence solution for mobile-equipped associates with the ability to instantly connect devices.

Honeywell solutions partner [Theatro](#) offers a voice-controlled mobile platform that connects the hourly workforce to an enterprise network for the first time, eliminating the need for two-way radios and overhead paging, and giving all employees real-time access to information such as inventory and orders.

The result? Up to 77% faster response time on the floor, at the register and during customer service pickups. This all adds up to reduced abandonment, increased basket size and happier customers.<sup>2</sup>



## 3 FOCUS ON CUSTOMERS – NOT ON MANAGING YOUR DEVICES.

Do you know where your devices are? Do you know how they are being treated by your employees? With Honeywell's [Operational Intelligence](#) software, your IT staff has access to actionable insights that can answer these business-critical questions.

The cloud-based solution enables deeper insights into your workforce – from basic device usage tracking to detecting potential end-user abuse of company assets and more – so you can maximize the value and longevity of your device life cycle and keep your associates focused on the customer.



## 4 MAXIMIZE THE VALUE OF RETURNED AND EXCESS INVENTORY.

In the middle of winter, a shopper is returning a never-worn bathing suit with the tags removed. Should you restock? Return to vendor? Recycle? Discard? Donate? With shoppers buying more online, sight unseen and often returning their purchases to brick-and-mortar locations, merchandise returns are piling up in stores.

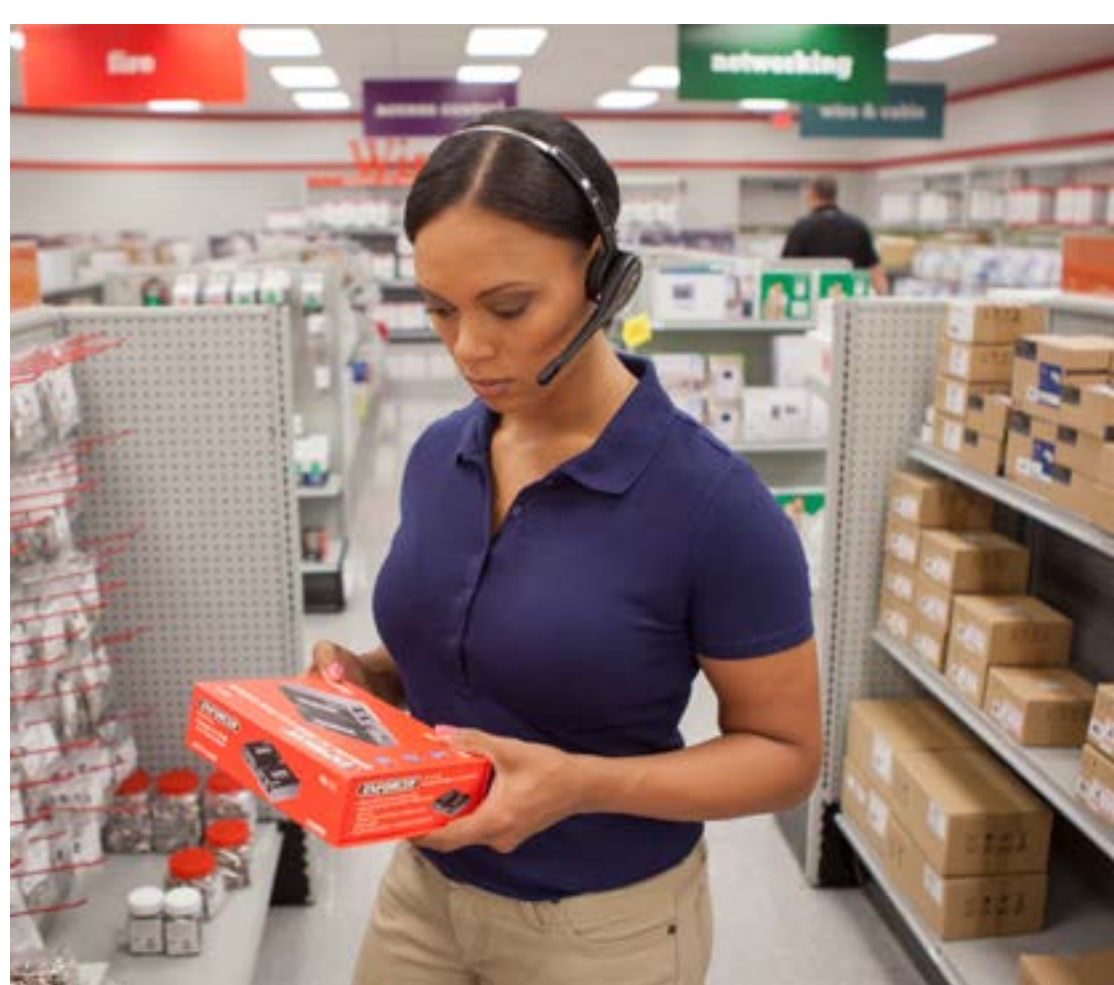
Get ahead of the challenge with the help of Honeywell and solutions partner [Optoro](#). With Optoro's returns optimization platform, retailers are enabled with immediate, data-driven guidance on how to deal with each return for the highest profitability, the least waste and the smoothest customer experience.

## 5 STREAMLINE YOUR IN-STORE PICKUP STRATEGY.

Demand for click-and-collect is growing – but it's only as successful as your ability to accurately and profitably fulfill the order.

With Honeywell's [Guided Work for retail](#) voice-directed order-fulfillment solution, retail 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.<sup>3</sup> Better yet, you can gain a much-needed associate to boost digital sales while providing more personalized and immediate fulfillment for your customers.



## 6 PROTECT YOUR CUSTOMERS (AND YOURSELVES).

Every year, security breaches put hundreds of millions of consumers at risk. Unfortunately, the potential for breaches is only increasing.

Honeywell's [Mobility Edge™](#) platform delivers an extended life cycle and enhanced built-in security features. These benefits strengthen security and reduce the risk of business disruptions. Plus, Honeywell's Mobility Edge platform helps you overcome the complexity to build, manage and deploy mobile solutions across your enterprise – better, faster and safer.



We know you're dedicated to delivering the best customer experience possible. Honeywell can help you meet your objectives. Our expert assessment teams will partner with you to understand your unique requirements and identify opportunities to optimize your workflows.

### CONTACT US TODAY

Learn more at [hwiil.ca/retail](https://hwiil.ca/retail) or call a knowledgeable representative at **1-800-934-3163**.

**Honeywell**

<sup>1</sup><https://www.theatro.com/ideas-and-insights/theatro-empowering-next-generation-store-associates/>

<sup>2</sup>Oracle, Auburn University and Harvard Business School.

<sup>3</sup>Honeywell Internal Research