



Intelligrated is now part of Honeywell

Intelligrated Store Solutions



software intelligence that **delivers™**

Leveling the omnichannel playing field

The internet e-tailer has changed the game

For more than a decade, traditional brick and mortar (B&M) retailers have faced a new omnichannel reality: internet e-tailers have changed the game. Driven by the consumer preference to order online from any of their connected devices, e-tailers have adapted their business model and distribution networks to fulfill service level agreements (SLAs).

Unlike B&M retailers, e-tailers aren't concerned about building storefronts; they're focused on delivering products to customers from their distribution centers (DCs) — providing two-, next- and same-day shipping to meet SLAs.

Consumers have also realized that there's no substitute for actually seeing, inspecting and buying a product at a store. There's no waiting or asking questions about quality. When presented with the option to buy online and pick up in store (BOPIS) or pay more to expedite the shipping of an online order, many consumers are making the drive to the nearest store. Thus, store order fulfillment processes have become increasingly complex as they take on their new role of e-commerce warehouse.



An opportunity to differentiate

While traditional B&M retailers have struggled to compete, they have a unique opportunity to give consumers the best of both worlds: online and in-store shopping options. To differentiate, B&M retailers must create an exceptional customer experience at every touch, whether that's in-store service or the ability to ship directly to regional customers.

But inaccurate inventory levels, process unpredictability and a lack of visibility to labor effectiveness are traditional retailer roadblocks to achieving omnichannel fulfillment success. Increasingly complex store processes can take their toll on the customer experience and squander the opportunity at hand. For example, the inability to efficiently fulfill BOPIS orders — without sacrificing existing customer service levels — can damage the brand and cut into profit margins.

To succeed, B&M retailers need to get serious about omnichannel fulfillment processes by turning their stores into warehouses and enabling DC-like efficiencies.



Turn your stores into DCs

Intelligent Store Solutions helps traditional retailers beat e-tailers at their own game. By combining voice technology and Labor Management System (LMS) software, Store Solutions helps retailers achieve the same levels of predictability, efficiency and order accuracy as their DC counterparts. And as overall process efficiencies increase, the number of workers required to complete everyday tasks decreases, allowing retailers to focus more on the customer experience.

By understanding the similarities of order fulfillment processes used in both DCs and stores — such as receiving, staging, put-away, picking, packing and shipping — Store Solutions helps retailers establish fulfillment processes that run like well oiled e-tailer DCs.

Store Solutions benefits

Predictability — every function of the order fulfillment process can be tracked and measured to identify how long it takes to perform tasks.

SLA success — the ability to meet SLAs is no longer in doubt. Predictability and voice-directed fulfillment activities result in guaranteed or shortened SLAs.

Labor efficiency — labor standards provide precise time allotments for specific tasks, eliminating the guesswork associated with determining how many workers are needed to run the store and fulfill orders.

BOPIS order fulfillment — ensure that customer orders are accurate — every time — by directing workers from order receipt to packing and shipping.

Inventory accuracy — take control of inventory from dock to shelf with system-driven receiving, staging and put-away; achieve DC-like inventory accuracy levels (more than 99.7 percent).

Customer experience — maintain necessary customer interaction while managing the entire fulfillment process and complete tasks quicker — freeing up more time to devote to customer service.

Regain your competitive edge

Equipped with the tools to achieve these in-store process efficiencies, traditional retailers can make the most of their existing store footprint to regain a competitive edge against e-tailer giants. Store Solutions helps retailers become predictable in their fulfillment processes to drive up efficiencies and reduce labor costs. And with the ability to deliver the omnichannel experience customers demand, retailers can win the service level game and build true brand loyalty.

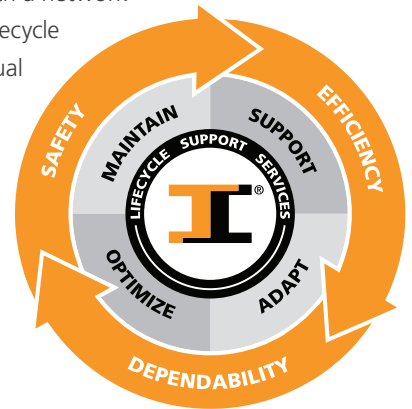
Solutions overview

Intelligent automated material handling solutions from Intelligrated optimize processes, increase efficiency and give businesses a competitive edge. Intelligrated designs, manufactures, integrates and installs complete material handling automation solutions, including:

- Warehouse execution systems
- Fulfillment technologies
- Voice solutions
- InControlWare® machine controls
- IntelliSort® sortation systems
- Conveyor systems
- Alvey® palletizers and robotics
- AS/RS solutions
- IN-24X7® Technical Support

Lifecycle Support Services

Intelligrated Lifecycle Support Services provides all the services, parts and support needed to keep systems running at peak efficiency. Staffed with a network of Intelligrated professional Lifecycle Support Specialists, multilingual customer service is accessible 24X7 with a single number to call: +1 877.315.3400.



About Intelligrated

Intelligrated®, now part of Honeywell, is a leading North American-based, single-source provider of intelligent automated material handling solutions that drive fulfillment productivity for retailers, manufacturers and logistics providers around the world. Through a broad portfolio of automation equipment, software, service and support, Intelligrated solutions give businesses a competitive edge and optimize operational performance through increased flexibility, efficiency and accuracy.

Intelligrated designs, manufactures, integrates and installs complete material handling automation solutions including conveyor, IntelliSort® sortation, Alvey® palletizers and robotics, and automated storage and retrieval systems – all managed by advanced machine controls and software. Intelligrated Software offers warehouse execution systems, a scalable suite of software that manages the entire fulfillment process, including equipment, labor and business intelligence, integrated with voice- and light-directed picking and putting technologies.

From concept to integration to lifecycle support services, Intelligrated delivers dependable, sustained distribution and fulfillment success, and maximum return on investment. Intelligrated backs every project with 24X7 multilingual technical support and access to lifecycle service through a network of national, regional and local service centers.

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