

HOW STORES CAN BECOME MORE LIKE DISTRIBUTION CENTERS

FOR BRICK-AND-MORTAR RETAIL, CONSISTENT SERVICE IS KEY

Companies with strong omnichannel engagement strategies:

89%

of customers are retained¹



The average cost to fulfill orders is **70%** of the total order value.²



75% of customers have stopped using an organization's services due to a poor experience.³



APPLY VOICE TO MULTIPLE WORKFLOWS

DELIVER ON THE CLICK-AND-COLLECT PROMISE



Fulfill **2X** the orders with the same staff.



Reduce out-of-stocks by **25%**.



Spend **20%** less time on tasks compared to paper-based workflows.



Raise order accuracy up to **99.7%**.



Train staff in as little as **20-30** minutes.



Lower travel time.



Drive in-store fulfillment.

Sources

¹ Aberdeen Research

² eFulfillment Service (2017)

³ Pega Research Report (2019)

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