

Store Solutions



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 models 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

Honeywell Intelligated 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 Honeywell Intelligrated optimize processes, increase efficiency and give businesses a competitive edge. Honeywell 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

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



The Connected Distribution Center

The pace of change in modern commerce is putting tremendous pressure on fulfillment operations. To stay competitive and protect profits, companies need solutions that help them achieve maximum throughput, day-to-day flexibility, future-proof scalability and intelligence to make informed decisions.

The Connected Distribution Center helps companies make the digital transformation necessary to increase reliability, improve utilization and maximize productivity through:

- Intelligent, data-driven, high-speed execution
- Automated, adaptable processes for machines and workers
- Optimized utilization with the ability to seamlessly adapt and expand
- Insights and predictive analytics, from sensors to the cloud

Honeywell Intelligrated

+1 866.936.7300

info@intelligrated.com

www.intelligrated.com

SSB | 3.18

© 2018 Honeywell International Inc.

