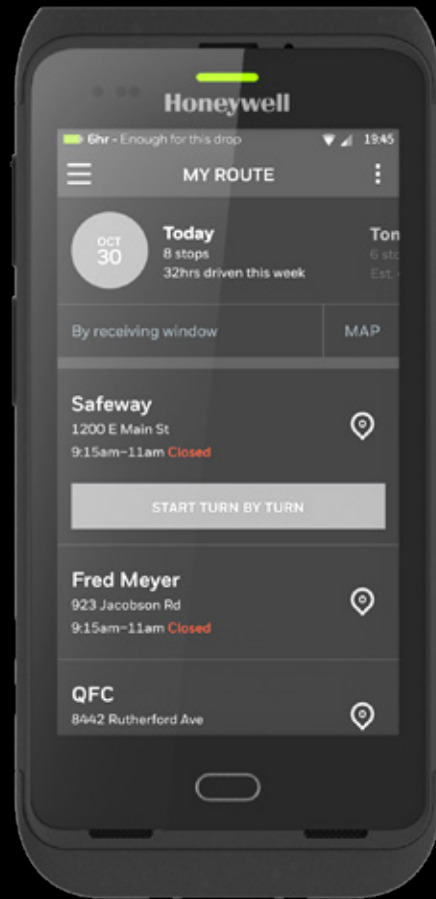


# NEW RETAIL SOLUTIONS FOR YOUR NEXT SUCCESS STORY.

For IT, Ops and CX executives, the new Find My Device software and FlexRange™ scanning capabilities of the CT40 are transforming the customer experience.



# LOST FOREVER BECOMES FOUND IN SECONDS.

“Find My Device” functionality built into the Operational Intelligence suite of solutions puts a new outcome on a common issue.



## **WHAT YOU DON'T KNOW CAN COST YOU.**

It's his fourth week on the job and Tyler, a sales associate at a big box store, has lost his mobile computer. The last time he lost it, he got lucky and found it on a sink in the washroom after searching for 15 minutes.

But this time he's spent a full hour retracing his steps: to a counter at the front of the store where he spoke with his friend Janine, along the aisles and numerous shelves he stocked earlier in the day. Since it's a common problem, he knows he can enlist coworkers in his search. He blanches at a thought, though: Was it in one of the boxes he just tossed in the dumpsters?

He could give it another hour, but his lost device is starting to feel like a lost cause. The next step would be to tell his supervisor, but no one wants to admit to losing an expensive device.



# THE IMPACT OF LOST DEVICES ON THE BOTTOM LINE.

This common story isn't only about the loss of a device, but also about the loss of productivity during the search for that device. And that's just the first set of losses.

If the device is lost for good, a new one needs to be purchased or taken out of inventory. It will have to be configured and deployed. The lost productivity cascades through your business to the operations and IT professionals who should be doing something else.

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

**\$200,000** per year.

The value of Operational Intelligence and its powerful "Find My Device" solution easily justify the investment if even a fraction of lost devices can be recovered.<sup>1</sup>

<sup>1</sup><https://www.honeywellaidc.com/solutions/workflow/operational-intelligence>

# THE SOLUTION? OPERATIONAL INTELLIGENCE'S FIND MY DEVICE.

It's not uncommon for retail employees to juggle multiple tasks at once, such as stocking shelves while answering inventory questions. With this unique challenge comes plenty of opportunities for devices to be misplaced.

That's why we listened carefully to our global retail customers and incorporated a new feature into Honeywell Operational Intelligence – our operational asset management solution – that helps them track and locate their missing equipment. We call it “Find My Device.”

Here's how it works. Through Operational Intelligence, retailers can define zones in each of their stores and map them using Wi-Fi signals. This enables devices to be tracked automatically as they move throughout the store. If a device is reported as missing, Operational Intelligence knows which zone it was last located in, as well as if it's still actively communicating.

This information can be sent to the “Finder” app on another mobile device in that store. Employees can then quickly zero in on the specific location using a powerful Bluetooth signal or the option to make the lost device beep.

The power of fast and easy recovery will save thousands of dollars and countless hours of wasted searching.





# DEVELOP NEW PROCESSES FOR FULL CONTROL.

Finding lost devices is just the beginning of common issues that Operational Intelligence was designed to solve. Here are a few more scenarios:

- Anticipate when batteries will need replacing with predictive analysis. Knowing which ones still have life in them can help minimize replacing them all in bulk.
- Control spare equipment needs with automatically generated hourly usage reports. Device utilization doesn't have to be a blind spot in your budget.
- Drop reports can help identify worker behavior and its impact on device longevity. The feature logs each instance making it easier to identify where training is needed.

**| THIS WASN'T THE LAST TIME TYLER WOULD LOSE HIS SCANNER.**

Now, with Operational Intelligence, the system (not his coworkers) locates it immediately — Aisle 12, Bin 233, where he stopped stocking to help a customer. It won't be the last time Tyler, or other employees, lose their devices. But now a misplaced device no longer needs to end up lost — and neither does associate productivity.

For IT executives, it's saving time in deployments and boosting spare equipment budgets.

For Ops executives, it's improving productivity by reducing time tracking down devices.

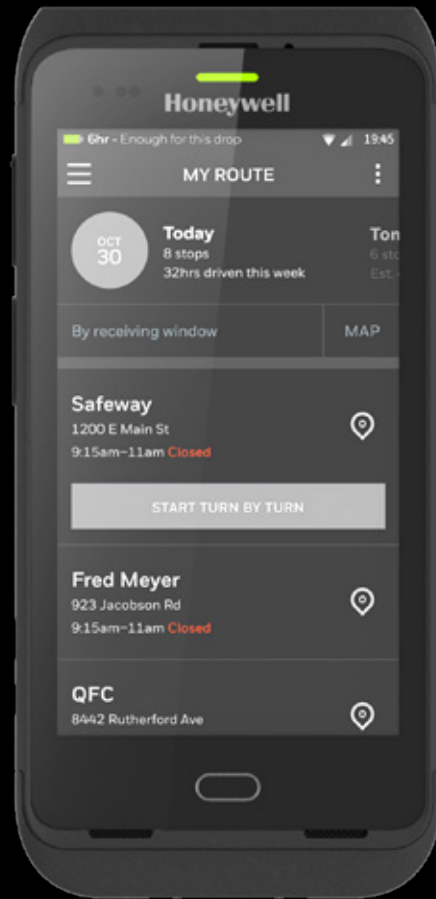
For CX executives, the employee is back to restocking shelves and answering customer questions.

Operational Intelligence is built to alleviate the hard costs of device management as well as the hidden ones.



Ready to find your devices and gain productivity savings as well? Call a knowledgeable Honeywell sales representative to explore analytics, security and more for your retail operation.

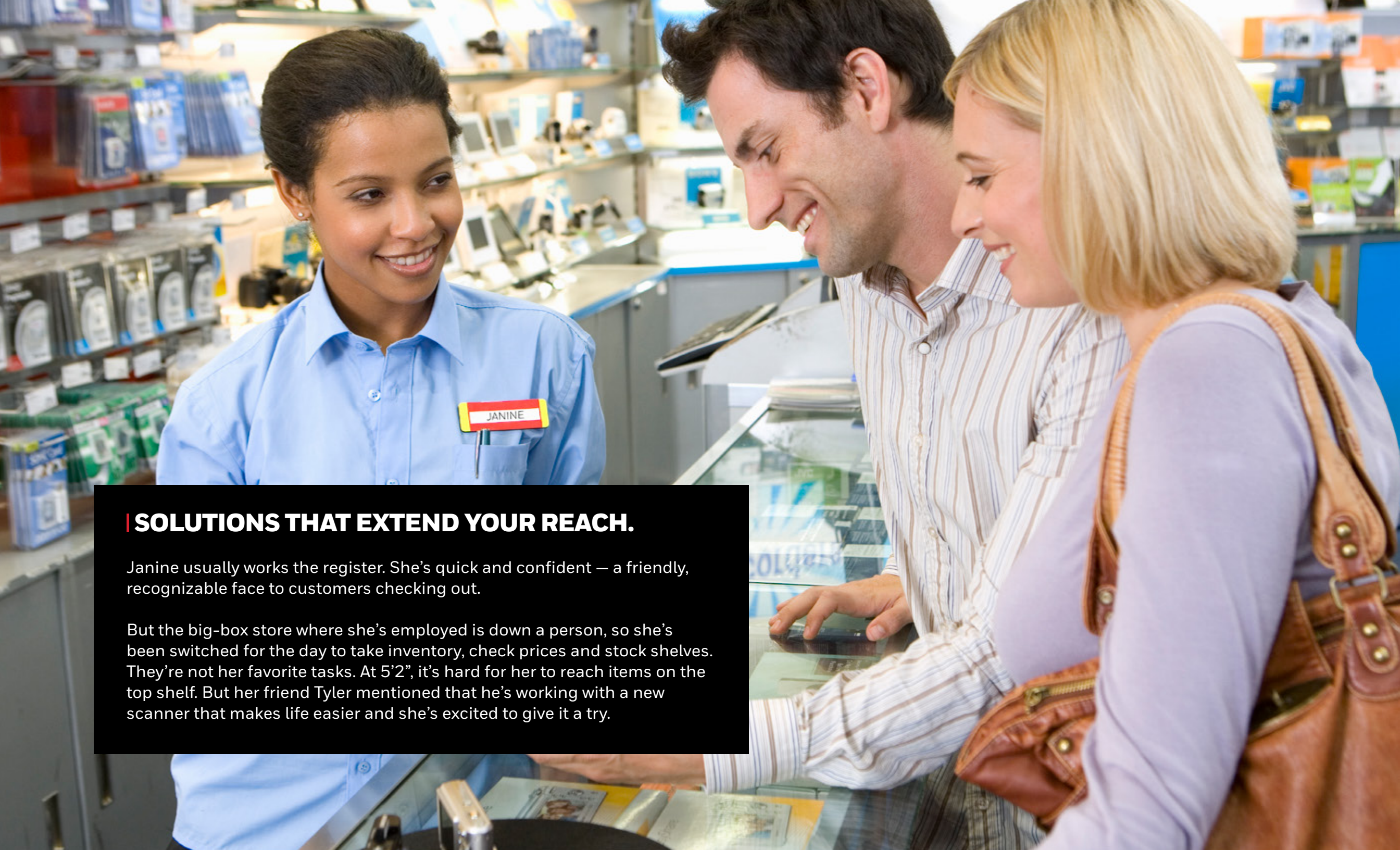
**1.800.934.3163**



# RETHINKING CUSTOMER ENGAGEMENT WITH MACHINE LEARNING.

FlexRange™ scanning with MobilityEdge.AI is helping retail associates go the distance for their customers.





## **| SOLUTIONS THAT EXTEND YOUR REACH.**

Janine usually works the register. She's quick and confident — a friendly, recognizable face to customers checking out.

But the big-box store where she's employed is down a person, so she's been switched for the day to take inventory, check prices and stock shelves. They're not her favorite tasks. At 5'2", it's hard for her to reach items on the top shelf. But her friend Tyler mentioned that he's working with a new scanner that makes life easier and she's excited to give it a try.

# THE ONGOING PROBLEMS OF INVENTORY MANAGEMENT.

Accurate inventory is essential to delivering a great customer experience while minimizing the need for costly safety stock. But a lack of inventory visibility, unpredictable demand and high return rates make inventory management a complex challenge.

Managing inventory is a challenge for your employees as well. With an ordinary barcode scanner, someone like Janine needs to drag around a ladder, going up and down it as she scans upstock. FlexRange™, Honeywell's new technology, has dual scanning capabilities, working close up and far away, which eliminates the need to bend over, reach up or climb. That means better ergonomics and reduced repetitive stress from these motions, lowering the risk of injury and fatigue — even for taller employees.



A close-up photograph of a scanner's internal components, showing a lens and various mechanical parts. The background is a blurred red surface.

# DRIVE MEASURABLE RESULTS WITH ADVANCED SCANNERS.

Honeywell has streamlined inventory management processes with advanced barcode scanning coupled with machine learning. FlexRange™ imagers enable compact, lightweight computers that support virtually every scanning use case — distances from a few inches to the bottom of the basket to the top shelf — in a single device, without compromising speed.

Streamlining barcode reading is easier on employees and reduces exception handling, saving over 30 minutes per 8-hour shift in challenging use cases where 1% of codes are damaged.

For businesses with 15 employees earning \$15/hour, this adds up to

**\$41,062.50**

on scanning tasks, annually.



**JANINE IS REACHING NEW HEIGHTS.**

When you equip your people with technology that removes a lot of the hassle of their jobs, they're better workers, even when they're stretched out of their comfort zone. And the built-in ergonomics of MobilityEdge.AI devices like the CT40 means they literally feel better at the end of the day – with fewer body aches and less fatigue. Janine is keeping the shelves stocked while still providing amazing customer service.

For IT executives, one scanner for multiple use cases means fewer devices to deploy and support.

For Ops executives, it means increased productivity and more job satisfaction because associates are enabled with the tools they need.

For CX executives, associates are better equipped to keep customers happy with prompt answers and fully-stocked shelves.

FlexRange™ is a scanning solution that can support the entire store.

Looking for big benefits from inventory management improvements? Call a knowledgeable Honeywell sales representative for information about all of our retail solutions.

**1.800.934.3163**

# SOFTWARE AND HARDWARE FOR RETAIL AT ITS BEST.

| For more information visit [hwell.co/retail](https://hwell.co/retail)

Honeywell Safety and Productivity Solutions

9680 Old Bailes Rd.

Fort Mill, SC 29707, USA

800.537.6945

[honeywell.com](https://honeywell.com)

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THE  
FUTURE  
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WHAT  
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