

# HELPING SHAPE THE FUTURE OF YOUR RETAIL OPERATIONS



The retail landscape has changed dramatically during the global health crisis.

## SITUATION

Retailers deemed as essential businesses have reduced their hours to accommodate additional cleaning protocols, while non-essential retailers have had to close their brick and mortar locations temporarily. This has resulted in shopper behavior towards ecommerce accelerating, with a surge in click and collect, curbside pick-up and home delivery to meet shopper demand while adhering to social distancing protocols.

This ecommerce phenomenon has been particularly evident in categories like DIY, electronics, home appliances, and in a segment of retail that traditionally hasn't seen it – grocery. According to *Nielsen*, just 4% of grocery sales in the United States came online in 2019. *eMarketer* reports that sales from click

and collect are expected to jump 60% as demand for a frictionless and contactless shopping experience intensifies. Additionally, retailers are seeing an increased demand for a contactless experience via checkout and delivery.

Retailers are also having to adjust to how they communicate to their in-store associates, and how those associates communicate with each other. Daily huddles and timely training are essential as new guidelines and strategic focuses change.

As restrictions on businesses begin to lift, the in-store experience for associates and shoppers will need to evolve. Retailers are already evaluating and implementing technology solutions

designed to address social distancing and new cleaning procedures mandated by the World Health Organization (WHO) and U.S. Centers of Disease Control and Prevention (CDC). These solutions need to ensure associate productivity is maintained, allowing for efficient and accurate workflows in order fulfillment, shelf replenishment and checkout, as retailers look to deliver a reimagined shopper experience.

## SOLUTIONS

Honeywell understands the challenges retailers are facing and has developed solutions to help customers during the current health crisis. Explore our solutions below.

1. <https://corporate.homedepot.com/newsroom/covid-19-update-how-home-depot-preparing-and-responding>
2. <https://www.forbes.com/sites/jasongoldberg/2020/03/29/the-impact-of-covid-19-on-us-brands-and-retailers/#4ccd13171452>

**Honeywell**

# HONEYWELL OPERATIONAL INTELLIGENCE

Operational Intelligence software is a remote asset management platform that helps retailers keep their mobile-equipped associates productive, while helping businesses respond to local site health and safety compliance requirements. New health crisis response features give associates control to act quickly, increasing productivity and decreasing device downtime, while reducing frequency of contact or touch. **The new health crisis response features are part of Operational Intelligence and include:**

## ASSET CHECK-OUT/CHECK-IN

Assign unique devices or assets to a specific associate, creating a chain of custody that allows for device tracing data.



## DEVICE CLEANING MANAGER

Set-up configurable cleaning protocols for each asset. Configurations can be per associate on an hourly, daily or in-between shift basis. Each cleaning event will be logged with the user, time and date for reporting.

## REMOTE CONTROL AND DEVICE SYSTEM WIPE

IT can now remotely access devices to assist the associate in troubleshooting or navigating their device, limiting the number of times the device is handled, while enforcing social distancing protocols.



## CUSTOMER COUNTER

Enforce occupancy by stationing associates at multiple entrances and exits with this cloud-based, easy-to-use feature that allows them to simply add or subtract shoppers who enter and leave the store.



These features provide associates and managers with real-time data to better manage critical factors for businesses re-opening under modified conditions due to rapidly evolving health and safety guidelines.

## HONEYWELL SMART TALK

Retailers are exploring new communication strategies with **Honeywell Smart Talk**, a unified communications solution that can be added to the Honeywell CT40 XP Mobile Computer, or to most types of mobile devices associates already carry. Device-enabled associates are always connected and able to access critical information from company headquarters, on the sales floor, or in the backroom. This minimizes contact as they continue to maintain social distancing, while keeping their focus on meeting shopper needs.

» View our Communications at a Distance application brief for more information.

## CT40 XP

The **Honeywell CT40 XP** Mobile Computer, available in DRH general purpose, uses 4G LTE wireless, Wi-Fi, and IP-based business communications. CT40 XP is built on the Honeywell Mobility Edge™ Platform, our unified mobile computing platform designed for faster IT deployments, optimized business performance, longer lifecycle and stronger security.

## DISINFECTANT-READY HOUSINGS

Honeywell's product offerings include **Disinfectant-Ready Housings (DRHs)**. DRHs utilize plastics designed to withstand the harshness of frequent cleaning with disinfectants without compromising the lifespan of their equipment.

» View our Disinfectant-Ready Housings application brief for more information.

Honeywell's retail solutions are trusted by retail leaders worldwide. Our solutions are simple to integrate with existing IT infrastructure, shortening ramp-up times and getting critical technology in place to meet today's demand. Honeywell offers a full line-up of retail solutions, including mobile computers, printers, scanners and software.

» View our Retail Latest Thinking page.

## LOOK TO THE FUTURE

Retail recovery comes down to shaping the shopper experience, and Honeywell is here to help. Honeywell understands the challenges retailers are facing and has developed solutions to assist. Technologies have been designed to address social distancing and new cleaning procedures, while maintaining a focus on associates' productivity. We are dedicated and committed to helping our customers ensure retail recovery, as critical merchandise retailers contend with high demand and non-critical merchandise retailers prepare to reopen.

**The Future is What We Make It.** Learn how Honeywell can partner with you to shape the future of your customer experience.

Contact a Honeywell representative at **1-800-934-3163** or visit [hwll.co/retail](http://hwll.co/retail).

### For more information


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*Operational Intelligence* is a centralized, cloud-based platform to manage the complete lifecycle, operational visibility and performance analysis of assets, people and tasks.



*Honeywell Smart Talk* is a unified communications solution that can be added to the devices associates already carry, so they are always connected.



The *CT40 XP* seamlessly accomplishes daily workflows from inventory lookup and in-store merchandising to last mile delivery.

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