

# 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 retained<sup>1</sup>



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



**75%** of customers have stopped using an organization's services due to a poor experience.<sup>3</sup>



## 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

<sup>1</sup> Aberdeen Research

<sup>2</sup> eFulfillment Service (2017)

<sup>3</sup> Pega Research Report (2019)

### Honeywell Voice

2555 Smallman Street  
Pittsburgh, PA 15222  
[www.honeywellaidc.com/voice](http://www.honeywellaidc.com/voice)

© 2020 Honeywell International Inc.

THE  
FUTURE  
IS  
WHAT  
WE  
MAKE IT

# Honeywell