

HONEYWELL VOICE AND PRIX QUALITÀ ITALIANA



Case Study



Prix Qualità Italiana prides itself as a leader in the discount grocery retail sector within the northeastern region of Italy. Prix's supermarkets offer customers a quick and efficient way to purchase discounted goods from a trusted brand. With nearly 200 stores, Prix wanted to improve its distribution center operations with voice technology. By working with its technology partner, Starlogic, and Honeywell, Prix successfully deployed voice-picking technology to help them improve pick accuracy, enhance order processing times, and reduce human errors.

COMPANY

Prix has experienced exponential growth since its inception in 1971. Prix serves more than 600,000 customers each week by providing discounts on products, as well as offering customers more than 40 Prix-branded, locally sourced products. With 190 discount supermarkets currently open and more openings scheduled, Prix was in need of a solution that would help support its expansion, by improving the efficiency of operations at its distribution center.

CHALLENGES

Due to its popularity with customers and corresponding rapid growth, Prix executives recognized the need to implement new solutions to ensure the continuation of the high quality of service its customers have become accustomed to.

Specifically, Prix was focused on enabling operation improvements within its distribution center operations. Specifically, a new solution was necessary to improve productivity throughout its supply chain and to enable workers become more accurate with reduced errors.

SOLUTION

With the help of their technology solution partner, Starlogic, Prix initiated a solution search. After testing a variety of solutions, Prix decided that Honeywell voice technology would be the best fit for its needs, for the following stated reasons:

- Honeywell Voice-pick technology offers improved efficiency for mobile workers in a distribution center environment. Voice-guided workflows are readily adapted for localized languages, instruct workers through their tasks and

help them manage their order queue.

- Honeywell Voice technology enables workers to move hands-free and eyes-focused through their tasks. Traditional operations can lead to wasted movement by picking up and putting down devices outlining workflows. Honeywell Voice allows workers to use both hands to carry out tasks and keep their eyes focused with a goal of improving safety.
- Honeywell Voice technology enables new workers to get quickly up to speed on assigned workflows, thereby reducing training time for new hires and enabling them to become quickly productive.

Overall, Prix decided to move forward with a Honeywell Voice Automated Solution because of its tested reliability and innovation in solving Prix's problem statement.

SOLUTION

Honeywell Voice Automated Solutions is designed to move workers safely and efficiently through their voice-guided workflows, making their jobs simpler and helping companies run smarter, better business.

Prix specifically selected the Honeywell Voice A700x wearable mobile connection for Honeywell Voice systems. These ergonomic devices are part of an integrated voice solution that includes noise-canceling headsets, directional microphones, and robust speech-recognition software. With advanced “text-to-speech” and “speech-to-text” software, users quickly and accurately communicate with data management systems.



Honeywell Talkman A700X

OUTCOME

Since the deployment of the Honeywell Voice Automated Solution, Prix reported fewer human errors in their picking operations, quicker processing times for orders, and increased picking productivity. Additionally, the Honeywell Voice Automated Solution allowed for greater picking efficiency and accuracy. Honeywell Voice Automated Solution afforded Prix a quick return on investment period, which was estimated at two years following deployment. Moreover, Prix's workers to directly benefit from health and safety improvements fostered by the Honeywell Voice Automated Solution, as they were able to wear their own headsets and minimize exposure, by local COVID regulations.

QUICK FACTS

Honeywell Solution

Talkman A700X

- Honeywell Voice A700x wearable mobile devices are your connection to the Honeywell Voice system. These rugged, ergonomic devices are part of an integrated voice solution that includes noise-cancelling headsets, directional microphones, and robust speech-recognition software. This advanced “text-to-speech” and “speech-to-text” software enables your workers and data management system to communicate with each other.

Customer Results

- Improved worker performance and safety.
- Quicker onboarding of new hires and increased accuracy across their distribution centers.
- Reduction in order fulfillment time and ability to react to demand faster.
- Improved health and safety benefits for distribution center employees.

For more information

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