

**5 WAYS UNIFIED
COMMUNICATION
TOOLS ARE
TRANSFORMING
THE WAREHOUSE
FLOOR**

EXECUTIVE SUMMARY

Warehouses are evolving faster than ever. Tight delivery windows, high-volume order fulfillment, and complex inventory flows leave little room for communication delays. Traditional two-way radios and fragmented messaging tools can't keep up. Multi-modal unified communication platforms – combining voice, text, image, and video – are transforming warehouse operations, enabling teams to collaborate faster, resolve issues instantly, and improve overall productivity.

In modern warehouses, effective communication isn't just about sending messages – it's about speed, clarity, and context. Multi-modal tools like Honeywell Smart Talk allow employees to share critical information in real time whether through a quick voice note, a detailed text, a photo of a misloaded pallet, or a short video demonstrating a procedure. This is more than a technology upgrade; it's a new way of coordinating work on the warehouse floor.



TRANSFORMING WAREHOUSE OPERATIONS WITH MULTI-MODAL COMMUNICATION

By bridging communication gaps and ensuring that every team member is equipped with immediate, context-rich information, multi-modal platforms empower staff to address challenges as they arise. The following five scenarios demonstrate how multi-modal communication contributes to improvements within the warehouse environment.

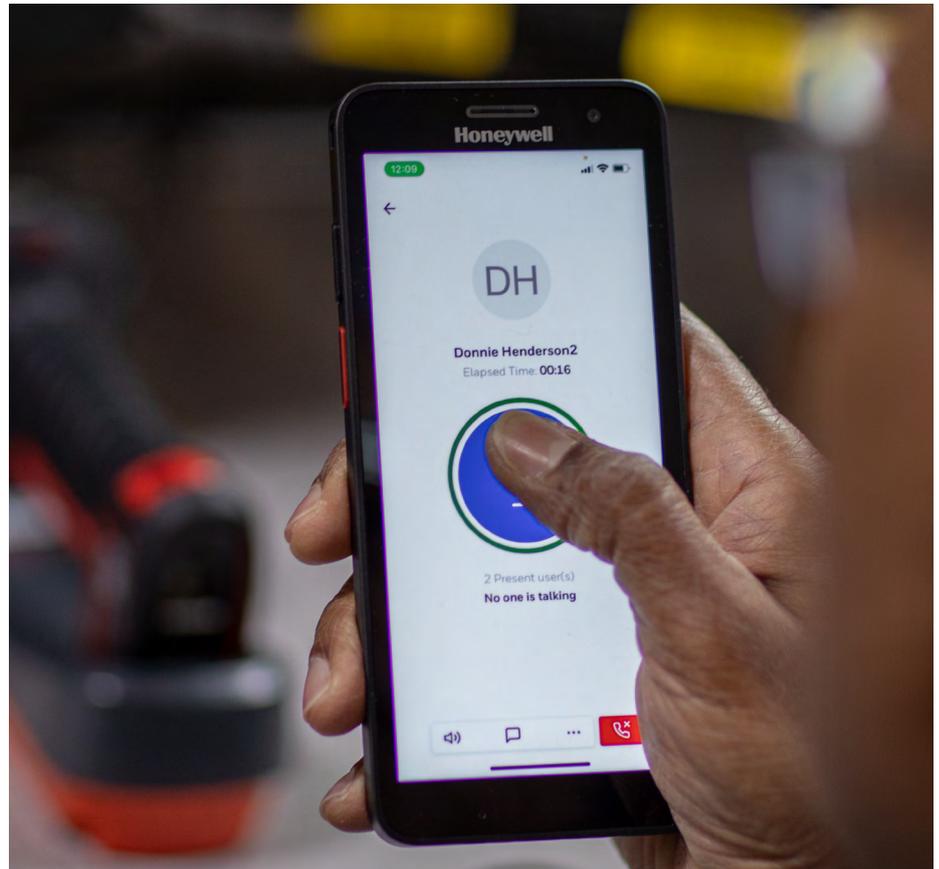
1. REAL-TIME, CONTEXT-RICH COMMUNICATION

In a high-volume warehouse, a single mispacked or damaged pallet can disrupt operations. Honeywell Smart Talk's multi-modal unified communication tool allows employees to send photos, videos, text, or voice messages instantly. Supervisors and relevant teams get full context immediately, eliminating guessing, repeated calls, or delays. The right information reaches the right person at the right time, accelerating decision-making and keeping operations running smoothly.

To support diverse frontline teams, Smart Talk provides automatic translation for text and PTT messages. Language barriers no longer slow communication, ensuring that critical updates and instructions are clearly understood across all employees. This reduces errors, improves collaboration, and allows teams to respond quickly regardless of language differences.

2. FASTER ISSUE RESOLUTION

Warehouse issues like inventory discrepancies, damaged shipments, or equipment malfunctions require immediate attention. Smart Talk enables faster issue resolution by providing frontline teams with instant, context-rich communication. Employees can share text, push-to-talk, voice, photos or videos in real-time, ensuring supervisors and



relevant teams understand the situation immediately. By eliminating delays from repeated calls, miscommunication, or missing information, problems are addressed quickly, downtime is minimized and warehouse operations stay on track.

3. IMPROVED TEAM COORDINATION

Warehouse floors are dynamic, with shifting priorities and multiple teams working simultaneously. Smart Talk enhances team collaboration by connecting frontline workers, supervisors, and cross-functional teams in real-time. With push-to-talk, voice, text, and video, employees can share updates, photos, or videos instantly, giving

everyone full context of a situation. Automatic translation for text and PTT messages ensures all team members, regardless of language, stay aligned.

4. ENHANCED SAFETY AND COMPLIANCE

Safety incidents and compliance issues can escalate if communication is delayed or unclear. Multi-modal communication tools let teams share visuals of potential hazards, safety procedures, or equipment issues instantly, ensuring rapid response and accurate documentation. This helps maintain a safer warehouse environment and mitigates operational risks.

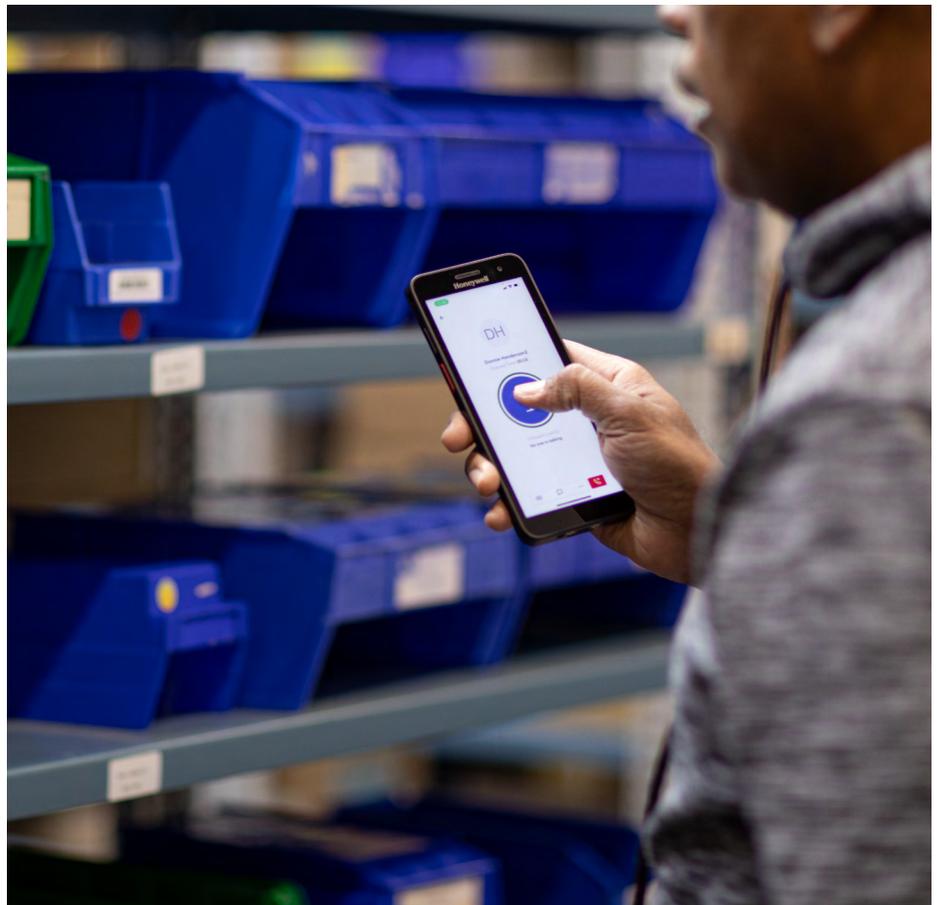
Smart Talk further enhances safety and compliance on the warehouse floor by ensuring critical messages get through instantly on the warehouse floor. Emergency alerts can be sent immediately to a predefined list of recipients, allowing managers and safety teams to respond without delay and prevent potential accidents or operational disruptions.

Additionally, Smart Talk enhances worker safety by continuously monitoring lone workers. If a worker may have fallen or experienced an injury, the system automatically triggers alerts, enabling rapid intervention and minimizing the risk of harm.

With real-time geolocation tracking, managers always know where their team members are on the warehouse floor. This visibility not only improves response times during emergencies but also helps maintain compliance with safety protocols and regulatory standards.

5. SEAMLESS INTEGRATION AND SCALABILITY

Smart Talk is designed to plug directly into existing IT infrastructure, including SIP/PBX systems, with robust onboarding tools and extensive APIs that make it easy to connect with other enterprise applications. This allows warehouses to scale communication across sites, devices, and teams without complex deployments, ensuring a future-proof solution that grows with the business.



CONCLUSION

Multi-modal unified communication tools like Honeywell Smart Talk are not just replacing two-way radios - they are redefining warehouse operations. By combining voice, text, image, and video in one platform, they reduce errors, accelerate problem resolution, enhance team coordination, and improve overall productivity.

The opportunity is clear: instead of maintaining outdated radios, warehouse teams can trade in legacy devices and upgrade to Smart Talk, giving employees the communication tools they need to keep operations running efficiently and safely. Make the switch today to empower your teams and stay ahead in the competitive warehouse landscape.

For more information

automation.honeywell.com

Honeywell Industrial Automation

855 South Mint Street
Charlotte, NC 28202
800-582-4263
www.honeywell.com

Smart Talk DC Whitepaper | Rev. A | 09/25
© 2025 Honeywell International Inc.

Honeywell