

# BOOSTING RETAIL EFFICIENCY WITH WORKFORCE INTELLIGENCE



Managing labor effectively is critical to today's fast-paced and competitive industrial environments. As operational cost drivers rise, optimizing workforce productivity and efficiency has become a top priority for transformation leaders.

Honeywell Workforce Intelligence ("WFI") leverages the abundance of operational, technological, and commercial data generated in retail environments to provide visibility necessary for powerful decision-making for both the front- and back- of store. Honeywell Workforce Intelligence also offers tools to orchestrate and automate workflows in response to ever-changing needs onsite, all while ensuring seamless and efficient operations and facilitating continuous improvement.

## SITUATION

Retail operations face several critical challenges that hinder efficiency and productivity. These challenges stem from outdated practices and the lack of real-time visibility into key operational metrics. Traditional methods provide limited visibility into labor productivity, leading to bottlenecks and delays. Manual processes further exacerbate inefficiency and inaccuracies, while increasingly complex procedures require more advanced tools for effective management.

Additionally, the lack of real-time data makes operations reactive rather than proactive, making it difficult to respond promptly to emerging issues.

In summary:

- **Disconnected Labor Visibility**  
Traditional methods offer limited real-time visibility into labor productivity, leading to bottlenecks and delays.
- **Manual Processes**  
Outdated paper-based processes and periodic reporting hinder efficiency and accuracy.
- **Merchandising and Store Layout**  
Optimizing product placement and managing visual merchandising tasks are challenging without advanced tools.
- **Sales and Promotions Management**  
Coordinating sales events and tracking promotional performance in real-time is complex.

- **Customer Service Optimization**  
Ensuring timely customer assistance and managing checkout lines require efficient task management.
- **Reactive Operations**  
Lack of real-time data makes it challenging to respond promptly to operational issues.
- **Employee Training and Performance**  
Providing ongoing training and monitoring performance metrics for customer interaction and task completion is essential but often lacks structure.
- **Incident Management**  
Quickly addressing customer complaints and in-store incidents while ensuring compliance with safety regulations is critical.

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## INDUSTRY CHALLENGES

COMPLEXITY	VISIBILITY	TECHNOLOGY
		
<p><b>INCREASING COMPLEXITY</b></p> <p>Manual, legacy processes consistently fall short of growing customer demands</p>	<p><b>LIMITED VISIBILITY</b></p> <p>Siloed systems, data, and communication make it hard to operationalize insights</p>	<p><b>DIGITAL NATIVES</b></p> <p>Attracting and retaining a tech-savvy workforce demands intuitive technologies and growth opportunities</p>

## WORKFORCE CHALLENGES

WORKFORCE	TECHNOLOGY	EMPLOYEES EXPERIENCE
		
<p><b>74% OF THE WORKFORCE</b></p> <p>Millennial and GenZ will make up 74% of the workforce by 2030</p> <p><i>Source: Forrester</i></p>	<p><b>ALMOST 50%</b></p> <p>Almost 50% of digital natives are likely to quit if their employer's technology frustrates them</p> <p><i>Source: Workfront</i></p>	<p><b>4X MORE PROFITABLE</b></p> <p>Companies that invest in employee experience are 4x more profitable than those that don't</p> <p><i>Source: Forbes</i></p>

## SOLUTIONS

To address these challenges, Honeywell's Workforce Intelligence (WFI) offers a comprehensive, cloud-based suite of tools designed to enhance operational efficiency and productivity in the retail environment. WFI integrates advanced technology to provide real-time visibility, automate workflows, and deliver actionable insights.

In summary, WFI provides:

### Integrated Task Management

Digitize manual processes and integrate them into streamlined workflows. Plan, assign, and monitor tasks efficiently, ensuring seamless communication and coordination among teams.

### Automated Workflows and Alerts

Create and customize workflow templates for various operational tasks, incidents, and exceptions. Receive real-time notifications and alerts for task assignments, performance issues, and incidents, enabling prompt action and resolution.

### Real-Time Performance Monitoring

Utilize comprehensive dashboards to visualize operations in real-time. Monitor key performance indicators (KPIs) such as performance, units or lines per hour, idle time, and on-standard percentages to drive continuous improvement.

### Advanced Analytics

Analyze diverse data sources to uncover trends, identify bottlenecks, and make data-driven decisions. Transform how you measure, manage, and engage teams by closing performance gaps and retaining skilled workers.

### Mobile Task and Incident Management

Plan, execute, and monitor tasks on-the-go using mobile devices. Report and manage incidents in real-time and resolve them quickly, enhancing safety and compliance.

### Integration Capabilities

Seamlessly integrate with popular retail management systems, labor management systems, and other enterprise systems, ensuring a unified platform for better visibility and management.

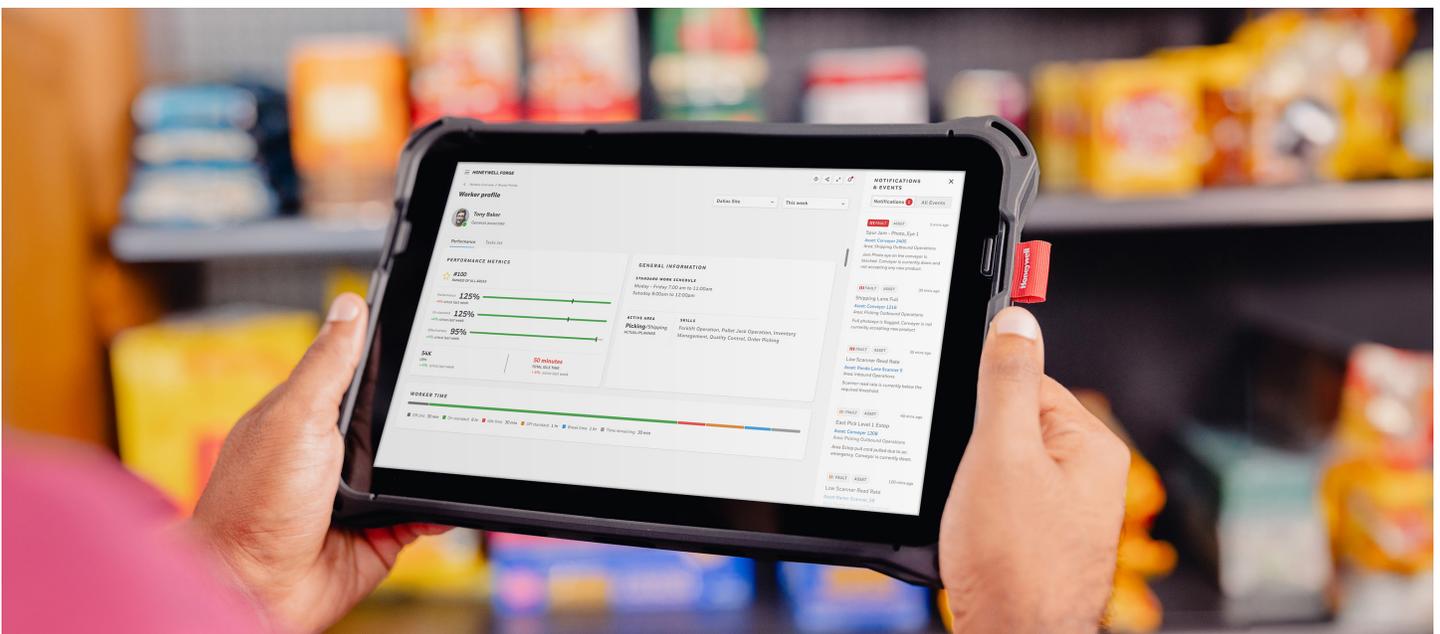
By leveraging these advanced tools and capabilities, Honeywell's Workforce Intelligence enables retail operations to become more proactive, efficient, and productive, ultimately driving better business outcomes.

## TASK USE CASES

- Daily Walkthrough
- Order Picking & Packing
- Inventory Management
- Facility/Equipment Maintenance
- Shipping & Receiving
- Value-Added Services
- Ad hoc Assignments (i.e., Replace Printer Media)

## INCIDENT USE CASES

- Maintenance / Service Requests
- Safety Incidents
- Inventory Discrepancies
- Operational Delays
- Quality Issues



## BUILT ON THE HONEYWELL FORGE PERFORMANCE+ PLATFORM

Honeywell Forge is a SaaS platform designed to deliver tangible outcomes in performance, sustainability, and OT cybersecurity. Whether your goal is capturing carbon, producing goods, or transporting cargo, Honeywell Forge integrates real-time data across assets, people, and processes to drive intelligent operations. It identifies inefficiencies, mitigates risks, and reduces costs. Built on a unified framework, Honeywell Forge offers a single login, a consistent user experience for easy training, and a shared security model that ensures data is securely transferred to the cloud, with extensibility for future functionality. It powers real-world results for intelligent operations.

- **Unified Platform:** Combines data from diverse data sources, offering a comprehensive view of operations with a single login.
- **Real-Time Data Access:** Enables intelligent operations through instant data access and real-time alerts crucial for timely and informed decisions.
- **Secure and Flexible Solutions:** Ensures secure data transfer to the cloud and supports new functionalities, keeping the solution adaptable and future-proof.

## LOOK TO THE FUTURE

The future of retail operations is set for transformation with Honeywell's ongoing innovations. By integrating AI and machine learning into the Honeywell ecosystem, retailers will benefit from real-time data analysis and predictive capabilities. This will enable proactive operations, optimize inventory management, and enhance customer service.

With advanced analytics, retailers can anticipate inventory needs, adjust staffing based on foot traffic, and tailor promotions to customer preferences. Honeywell's commitment to innovation ensures that its solutions will evolve to meet the changing needs of the retail industry, driving continuous improvement and maintaining a competitive edge.

**The future with Honeywell is not just promising—it's transformative.**

Learn how Honeywell can partner with you to shape the future of your business.

Contact a Honeywell representative at 1-800-934-3163 or visit our [website](#).

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