

TRANSFORMING PACKAGE DELIVERY WITH HONEYWELL'S INNOVATIVE SOLUTIONS

Case Study

THE CHALLENGE

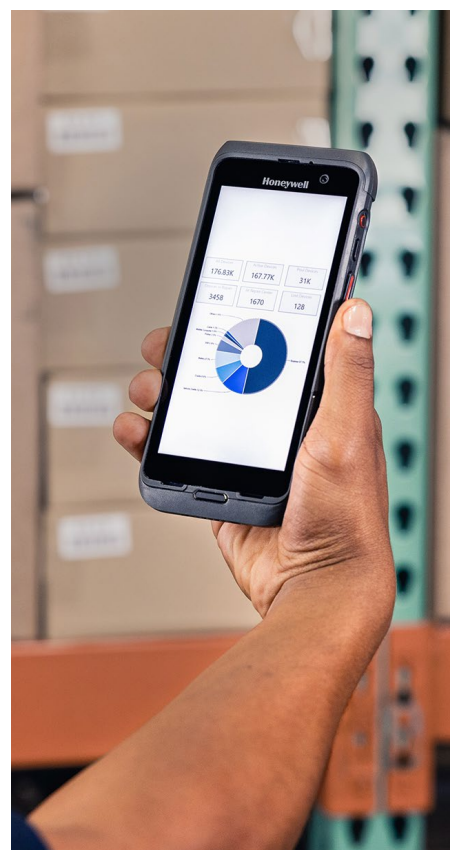
A leading parcel delivery company, known for its exceptional customer service and global reach, recognized that to maintain its competitive edge and uphold its high standards of service, it needed to modernize its operational capabilities. With business growing at an unprecedented rate, the company faced challenges including increased shipment volumes, the need for improved tracking and delivery speed, and the importance of enhanced employee efficiency without compromising customer satisfaction.

As the company expanded its operations, it became clear that its existing technologies were insufficient. The company was using a decade-old competitive incumbent solution suite that failed to meet the company's challenges and needs. Since the company was committed to delivering excellence, it required a comprehensive solution to streamline its processes and enhance customer experience.

COLLABORATION WITH HONEYWELL

To address these critical issues, the parcel delivery company turned to Honeywell Productivity Solutions and Services (PSS). Recognizing the need for a collaborative approach, Honeywell engaged closely with the company's leadership. They listened to the challenges faced by the parcel delivery provider while also encouraging the team to share their ideas for improvement.

Honeywell's User Experience team played a pivotal role in this collaboration. Through iteration and feedback, they were able to develop a tailored solution that aligned with the evolving demands of the delivery operations. This was not just about replacing old devices; it was about implementing a versatile solution that could increase operational efficiency while elevating service standards.



Honeywell



THE SOLUTION SUITE

The resulting solution from Honeywell was comprehensive and transformative. The company replaced its aging system with an extensive suite of high-quality devices and licenses that included:

1. 50,000 CT47 Mobile Computers:

The CT47 mobile computer, built on the Mobility Edge™ platform, is designed to be a rugged device with a long-lasting battery and powerful Qualcomm® processor allowing employees on the ground to operate efficiently and effectively. With the latest 5G and Wi-Fi 6E technology, it stays secure and connected wherever it needs to go, all the while being built to withstand the demanding parcel delivery environments.

2. 42,000 Operational Intelligence

Licenses: Honeywell Operational Intelligence is a SaaS solution that helps customers use prescriptive data gathered through deployed devices to take smart actions and trigger workflows that address challenges before they impact downstream productivity. With advanced insights and analytics, Operational Intelligence detects device issues, finds lost devices, and generates valuable business insights for improved productivity.

3. 40,000 8680i Wearable Scanners:

The Honeywell 8680i Wearable Mini Mobile Computer is a compact, ergonomic Bluetooth® scanner designed for hands-free operation. Ideal for high-volume tasks like picking and packing, it enhances workflow efficiency. Built for rugged environments, it offers customizable options, supports standalone functionality, and integrates analytics for uninterrupted performance, improving productivity and reducing operational slowdowns.

4. 35,000 RPF Series Mobile Printers:

The RPF series of mobile printers provides big productivity gains and reduces errors by enabling workers to print labels at the location they need, so labels can be applied when and where they need to be applied. The RPF printer fits seamlessly into existing systems and comes with a powerful CPU and smart power management, allowing smooth, continuous operation so your workers can work efficiently with less media reloading, battery swaps, and downtime.

5. 115,000 Gold Level Service

Contracts: Honeywell's Gold Level Service offers three or five years of fixed price protection, with

optional renewals. Benefits include preventive maintenance, telephone support, and easy online service requests. Customize your support with upgrades like comprehensive coverage, battery refresh, device re-imaging, printhead refresh, on-site repairs, and a 2-day depot turnaround time. Availability varies by region

RESULTS

The deployment of this comprehensive solution suite led to improvements across the parcel delivery provider's operations. With the integration of Honeywell's advanced technologies, the company was able to enhance its delivery speed and accuracy significantly, while enhancing the customer and worker experiences, and streamlining their operations.

The strategic partnership between the globally renowned parcel delivery provider and Honeywell PSS illustrates the importance of innovation in maintaining competitive advantage in the logistics industry. By actively listening to the challenges faced by the company and crafting a solution that met their exact needs, Honeywell was able to help the organization not just to replace outdated technology but to create a future-ready operational framework.

For more information

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