



# Enhancing The Shopper Experience

Engage customers,  
empower store associates,  
and drive revenue.  
Discover what's possible  
with Direct Source and  
Honeywell.

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directsource<sup>®</sup>

**Honeywell**

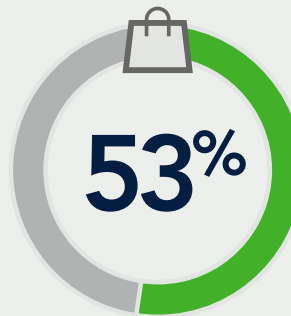
# Honeywell Smart Talk—Easy to Implement and Maintain, Intuitive to Use

Deliver exceptional service and in-store experiences for your customers.

With nothing more than their smartphones, customers in stores are better equipped than most of the retail associates serving them. In today's technology-driven environment, customers can price check, review product information, and even check the availability of an item in another store—or buy it online and avoid the checkout lines altogether. The traditional 'brick and mortar' customers will only keep returning to the store if they can be guaranteed a great customer experience.

Honeywell Smart Talk empowers retail associates to deliver remarkable customer experiences by utilizing a technology solution that will give them a constant and instant connection to other associates, the stockroom, store managers, and the entire store ecosystem—all at the touch of a button.

Secure integration into store environments is easy with Honeywell Smart Talk. This unified communication solution can be added to the devices retail associates already carry, giving access to critical information and minimizing the abundance of unwanted layers of complexity for retail operations.



**of shoppers feel that store associates do not have the tools needed to deliver great customer service<sup>1</sup>**



Retailers need solutions that fit into their existing IT investments—Honeywell Smart Talk meets that need.

With Honeywell Smart Talks' constant and instant connection, associates have the tools and information they need to deliver exceptional customer experiences. Instant connection to the in-store ecosystem reduces the need for associates to travel back and forth to the stockroom or customer service desk resulting in productivity improvements and quicker responses to customer queries. Honeywell Smart Talk enhances customer experiences, employee engagement, and productivity for faster and better outcomes, providing:



**Compatibility** – Fast to deploy with reduced implementation costs

**Security** – Advanced enterprise security to safeguard information and employee data

**Flexibility** – Manufacturer-agnostic; scalable across operation and existing devices

**Quality** – Seamless roaming and audio quality for a superior call experience

An all-in-one communications solution for retail.



# Operational Intelligence

A robust solution to manage the operational lifecycle of mobile device fleet productivity.

Effective operational IT asset management and optimization can save organizations millions of dollars. It's rethinking how devices are used and move through the lifecycle of procurement, deployment, and retirement. It's about driving process improvement through device usage, analytics, and reporting. Operational Intelligence enables organizations to gain back lost worker productivity caused by device issues related to:

- Poor battery performance
- Lost equipment
- Unexpected hardware failures
- Delays in the return merchandise authorization (RMA) process
- Inability to properly manage software updates

Operational Intelligence offers one Platform to monitor valuable IT assets.







## Elevate performance with Operational Intelligence.

Operational Intelligence is a centralized, cloud-based platform to manage the complete lifecycle, operational visibility, and performance information of assets, people, and tasks—bridging the productivity gap commonly missed by asset management or mobile device management solutions.

**Three solution bundles are available to fulfill retail operational intelligence needs.**

### Service Management

IT asset repair should not be a guessing game.

- Standardize IT asset data
- Optimize IT asset inventory
- Manage RMAs and SLAs

### Performance Basic

Elevate your base performance with cloud technology.

- Device performance monitoring
- Event monitor/alert manager
- Device drop detection
- Printer and scanner visibility

### Performance Professional

Cybersecurity isn't optional.

- Health crisis response
- Software updates and remote configuration
- Lost device recovery
- Bad battery elimination

# Direct Source Integration

Our technology solutions, hardware, and services are designed to help you maintain a competitive edge while improving productivity and customer services.

Direct Source offers full integration planning and execution services to meet the tight budgets and short timelines traditionally found in Fortune 500 projects, without requiring expensive system downtime or business process interference.

We take the complexity out of hardware decision-making and procurement because we understand the technology and tools better than anyone, and we have our finger on the pulse of what's coming next.

We guide customers through the process of selecting exactly the right equipment that will meet your business, location, and brand identity requirements. We acquire everything you need, ensure systems work together and offer ongoing maintenance and depot services to keep your systems running every day.

Find out more at [directsource.com](https://directsource.com)



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**INTEGRATION**



**INSTALLATION**

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