



# QUOTE FROM HONEYWELL CUSTOMER

**Honeywell** |  *Serway*

# MISSION AND BACKGROUND: SERVAY PARKWELL

**Mission:** Our mission at Servay Parkwell is to provide a wide range of high-quality foods and products at low costs for all to enjoy.

**Background:** With an established partnership since 1990, Servay Hypermarket and Parkwell Departmental Stores have been operating in Miri, Sarawak, providing a variety of products and services. We have expanded our retail business within Sabah and have become one of the leading local stores in East Malaysia, operating **29 outlets** in **Sabah** and **Sarawak**.



# SERVAY PARKWELL QUOTE

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We are always looking into new technologies and solutions, as well as good relationships with vendors and suppliers, to support our mission. That's why we chose Honeywell and their **EDA50K** and **HF680** scanners to provide reliable solutions for management of our retail inventory. We strive to reduce excess stock, while simultaneously ensuring the demand from our customers is met. Our pick-stock accuracy has increased more than 90%. Honeywell's products helped us achieve that goal and increased productivity for our store operators, including front retail operations, by **30%**. ”

– Michael Lai, General Manager



# CUSTOMER RESULTS



The new Honeywell solution deployed allowed Servay to reduce stock-taking time by **50%**



Improved productivity and performance of store operators by **30%**



Increased more than **90%** pick stock accuracy



Improved inventory visibility



Ease of use for employees



Their employee satisfaction levels have increased due to the ergonomic design of the provided solution



Improved workplace visibility and management