

HONEYWELL VOICE IMPROVES EFFICIENCY FOR CRAI SARDEGNA

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“Using the Honeywell Voice solution, we finally found the business partner and the proper solution to optimize our processes with proper efficiency and productivity gain. Overall, the selected solution grants us longevity for years to come.”

Case Study

Honeywell



CRAI Supermarkets is an Italian-based food distributor that aims to provide accessible food distribution through its 1,800 supermarkets in the communities they serve. The ABBI Group, a subsidiary of CRAI Supermarkets, was searching for a way to improve the overall efficiency and automation of their distribution centers, with a goal to make their workers more productive and to decrease the training times for new hires. With help from ABBI's partner, Barware, ABBI concluded Honeywell Voice Technology would help them achieve their goals and help them to continue their high-quality services.

COMPANY

CRAI operates as a consortium of food and grocery distribution companies throughout Italy, priding itself on its friendliness, customer service and dedicated attention to providing local products, including 40 of their own CRAI-branded products.

ABBI operates as part of the CRAI Consortium and identifies itself as one of the most prominent grocery retailers in the Sardinia and Lazio regions of Italy.

CHALLENGES

As ABBI continued to experience increasing demand within its region, it realized it would need to automate some of the operations within its distribution

centers to ensure its supermarkets were well-stocked and able to provide the high-quality of services its customers have become accustomed to.

ABBI was managing their logistic processes through DC operators interacting with a warehouse management system utilizing radio frequency scanning methodology.

ABBI's growth demanded they implement a more precise and effective strategy of operations.

Additionally, ABBI wanted to help the workers within their distribution centers become more productive in their workflows and to reduce errors in their current operations. Furthermore,

they wanted an automation solution that helps them achieve their productivity and efficiency goals while being easy to understand for new hires, thus reducing training times.



Honeywell Talkman A700X

Honeywell

SOLUTION

The ABBI Group determined that the best way for them to implement automation within their workflows was to look for voice technology solutions. In partnership with Barware, ABBI's technology solutions partner, they discovered Honeywell Voice Technology.

Honeywell Voice Automated Solutions aim to move workers safely and efficiently through their voice-guided workflows, making their jobs simpler and helping companies run smarter, better business. Voice technology can help achieve higher levels of productivity, offers simplified training for new hires, and improves worker safety as they can keep their hands free and eyes up while receiving specific instructions through voice-guided workflows.

After thorough analysis and equipment tests, ABBI selected Honeywell Voice for three of their distribution centers to help them manage their picking operations. More specifically, ABBI selected the [Honeywell Voice A700x wearable mobile connection for Honeywell Voice systems](#). These ergonomic devices are part of an integrated voice solution that includes noise-cancelling headsets, directional microphones, and robust speech-recognition software. With advanced "text-to-speech" and "speech-to-text" software, users quickly and accurately communicate with data management systems. ABBI also determined that it

would deploy the Honeywell solution into traditional picking operations as well as in the management of their fresh food environments.

"Using the Honeywell Voice solution, we finally found the business partner and the proper solution to optimize our processes with proper efficiency and productivity gain." ABBI Group Operation Director Christian Rasso said. "Overall, the selected solution grants us longevity for years to come."

RESULTS

ABBI experienced positive results following their implementation of Honeywell Voice Solutions. Their workers are now safer on the job by using voice, as it allows them to keep their hands free and eyes up so they can focus on the task.

Additionally, voice technology has empowered them to improve their picking production and accuracy across the board. Finally, voice technology has allowed ABBI to onboard new hires much quicker, as voice-guided workflows are designed to be simple to follow.

QUICK FACTS

Honeywell Solution

Talkman A700X

- Honeywell Voice A700x wearable mobile devices are your connection to the Honeywell Voice system. These rugged, ergonomic devices are part of an integrated voice solution that includes noise-cancelling headsets, directional microphones, and robust speech-recognition software. This advanced "text-to-speech" and "speech-to-text" software enables your workers and data management system to communicate with each other.

Customer Results

- Improved worker performance and safety. Quicker onboarding of new hires and increased accuracy across their distribution centers.

For more information

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