

# AL NAHDI IMPROVES ACCURACY BEYOND 99.5%

Case Study

Honeywell

# AL NAHDI IMPROVED WAREHOUSE OPERATIONS WITH HONEYWELL VOICE

After investing in a 250,000-square-meter facility to serve as their new headquarters, Al Nahdi Medical Company realized the need to use voice technology to help their workers move efficiently and safely through warehouse operations. After partnering with Honeywell, Al Nahdi was able to improve accuracy levels and productivity among its workers.

## BACKGROUND

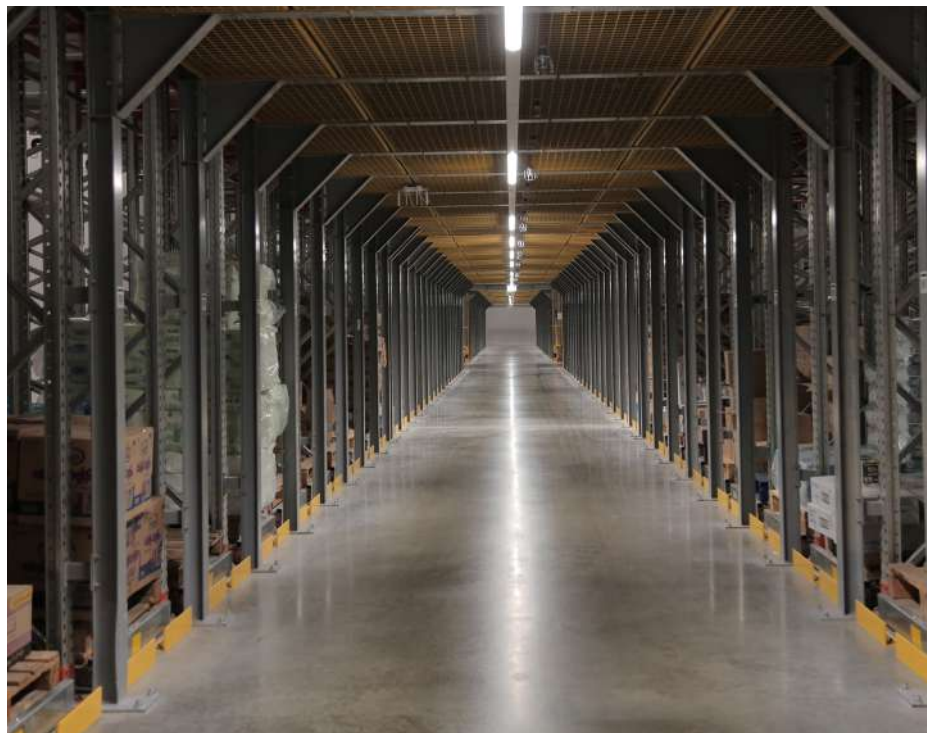
Al Nahdi Medical Company is a pharmacy-based retailer that was established over 35 years ago in Jeddah, Saudi Arabia. Today, Al Nahdi is one of the largest pharmaceutical companies in the country, with 1,151 pharmacies in 144 cities and villages, as well as operations in the United Arab Emirates.

To maximize the number of people it can deliver pharmaceutical care to, Al Nahdi provides pharmaceutical-based telehealth services, giving customers interactive and immediate access to Al Nahdi's network of 2,500 pharmacists – anywhere, anytime. Al Nahdi's success has enabled expansion into new markets, bringing the pharmacy of the future to even more people.

## BUSINESS NEED

As demand for pharmaceutical telehealth services grow throughout their customer base, Al Nahdi invested in a 250,000-square-meter facility, with the ability to expand an additional 80,000-square-meter, to help serve as a new headquarters. The facility is one of the largest pharmaceutical distribution centers in the region.

The facility would serve as a hub for a diverse portfolio of products, ranging



from pharmaceuticals to pediatric and wellness products. Already fitted with automation and advanced supply chain management operations, Al Nahdi planned to deploy cutting edge technology that would enhance their picking operations, a critical ingredient when providing a huge number of SKUs to their customers.

When researching technologies for picking operations, Al Nahdi knew they

wanted a solution that would empower their employees to pick accurately and safely. Moving forward in their research, they discovered that voice-picking technology would enhance picking accuracy and productivity, but also serve as a safe and ergonomic way for their employees to carry out their daily tasks. Voice-picking technology would empower their employees to work hands-free, while simultaneously creating a culture of engagement among the employees.



## SOLUTION

Due to its prior positive experience with Honeywell solutions, Al Nahdi engaged Honeywell experts to find the right fit for its needs. After establishing the requirements for a digital solution, Al Nahdi selected Honeywell Voice, a comprehensive voice-picking technology that empowers users to work hands free safely and efficiently.

Honeywell Voice technology is designed to move workers through voice-guided workflows, making them more efficient and helping companies conduct smarter, better business. Honeywell Voice can direct employees – working hands free and eyes up – through their mobile workflows in any distribution center or warehouse environment.

Due to the system's compatibility, Al Nahdi was able to integrate Honeywell Voice technology seamlessly into the automation technologies already established in the facility.

Al Nahdi also benefited from the form fit SRX3 wireless headset.



The SRX3 headset enhances mobile workforce ergonomics by keeping the worker's hands-free and eyes up to improve efficiency and accuracy. The SRX3 offers speech-recognition technology and flexible configurations to help empower mobile workforces in a variety of warehouse, distribution, and fulfillment environments.

Another added benefit of Honeywell Voice technology is its ease of use, allowing Al Nahdi to deploy the solution with a significant reduction in training times for new workers. What once took two days of training for workers to become familiar with the device, now only takes a 40-minute training session before the worker is empowered to work with a high-degree of accuracy.

Between the Honeywell Voice recognition algorithm and software and the SRX3 headset, Al Nahdi achieved its goal of deploying a comprehensive solution that would allow warehouse employees to move through their workflows safely, accurately, and efficiently.

## QUICK FACTS

- Al Nahdi Medical Company's expansion into a larger warehouse hub required them to deploy a voice-picking solution to continue encouraging automated workflows.
- Al Nahdi's primary goals were to deploy a solution that would enhance workflows, while keeping employees safe and efficient via voice-guided, hands-free technology.
- Al Nahdi chose Honeywell Voice technology, allowing employees to work efficiently with voice-guided picking solution.
- Al Nahdi experienced over **99.5%** accuracy in picking workflows, improved worker safety and productivity, and increased customer service levels.

## Honeywell Solution

- Honeywell Voice technology helps companies achieve higher levels of productivity and accuracy in demanding distribution and warehouse environments.
- Honeywell Voice helps workers move safely and efficiently through voice-guided workflows, making tasks simpler and helping companies run smarter, seamless business.
- The **SRX3** Wireless Headset features the next generation in Bluetooth® wireless headset technology – improving worker productivity and accuracy through voice-directed workflows.

## RESULTS

After deployment, Al Nahdi reported significantly positive results linked to its initial objectives.

Al Nahdi was able to improve accuracy levels beyond **99.5%** – a level that had previously been difficult to achieve and sustain. Al Nahdi also reported double-digit improvements in productivity among its workers.

The results achieved by Honeywell Voice reflected well for Al Nahdi's key performance indicators and overall cost savings. But, more importantly, the solution allowed them to satisfy customers through quick order processing and improved product availability.

### Looking to the Future

With Al Nahdi Medical Company's long-standing partnership with Honeywell, it plans to continue using Honeywell's trusted solutions and services as business grows. Honeywell Voice technology further strengthened the potential for future collaborations.



### For more information

[www.honeywellaidc.com](http://www.honeywellaidc.com)

### Honeywell International Middle East Limited

Emaar Business Park  
Building 2, Office 201  
Dubai, United Arab Emirates  
Tel: +971 4 4505801  
Email: [sps\\_meta@Honeywell.com](mailto:sps_meta@Honeywell.com)

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