

## Honeywell Edge Services

Keeping your workforce operational for longer is becoming the key requirement in many customer environments. The pressure of ensuring that hardware devices work faster, operate for longer, and don't fail is a constant issue for IT managers across the globe.



Honeywell has been working with our customers in different market sectors to identify the key pain points in their processes, and how we can help to improve them. The result is Honeywell Edge Services.

Customers no longer want service that provides repair only. So Honeywell has developed a complete solution that provides the support you need for the entire lifecycle of a hardware device – from configuration and installation, to ongoing support, migration, and asset retirement.

With Honeywell Edge Services, you can:

- Reduce implementation time with devices fully configured to meet your organization's needs.
- Improve asset management, regardless of who manufactured the devices, with Honeywell Operational Intelligence.
- Increase operational uptime with Honeywell support contracts that include accessory and battery replacement – so you know your devices are always ready to be used.
- Reduce costs by identifying and removing hidden costs with Honeywell Expense Management.

Honeywell Edge Services enable you to focus on your business, without the distraction of managing hardware devices – giving you the edge you need to beat your competition.

### Service Types

#### Device Acquisition

Honeywell's project managers and mobility consultants are available to either assist your team or manage the entire project on your behalf.

#### Setup and Deployment

Our trained staff will work with you to determine the right MDM to track your mobile assets, and will load your approved software image on the device(s) of your choice.

#### Track and Monitor

Expense tracking ensures that you are not overcharged for time spent on your mobile devices. Operational Intelligence will track your assets so you know their last location.

#### Maintain and Optimize

Honeywell's MDM administrators will keep your devices updated with the latest security patches and any updates from software providers.

#### Support Services

Honeywell's support contracts ensure that you're getting the maximum life out of each device. Edge Services Platinum Support is the industry's leading total support contract available today.

#### Asset Retirement

Honeywell's disposition services will recycle or resell your mobile device assets.

What overall solution will meet my organization's needs?	I need help configuring and deploying new devices.	How can I anticipate and avoid problems?	What is the best way of getting devices to operate for longer?	My devices need optimizing.	I need to retire my old devices.
<b>ACQUISITION</b>	<b>SETUP &amp; DEPLOYMENT</b>	<b>TRACK &amp; MONITOR</b>	<b>MAINTAIN &amp; OPTIMIZE</b>	<b>REPAIR &amp; REPLACE</b>	<b>ASSET RETIREMENT</b>
<b>Infrastructure Planning</b> Site Survey/ Assessment Infrastructure Design  <b>Cost Management Options</b> Honeywell as a Service (HaaS) Device Rentals Refurbish Sales	<b>Hardware</b> Device Deployment Onsite Installations Mobility Edge™ Tools  <b>Software</b> Software Customization Software Integration Services  <b>People</b> Onsite Technical Training  <b>Workflows</b> WF Analytics and Consulting Process Improvement Services	<b>Asset Monitoring</b> MDM Management Onsite System Health Checks Asset Management Audit  <b>Expenses</b> Expense Management Telecom Expense Management  <b>Dashboards</b> Data Intelligence Dashboard Operate (Circlon) Dashboard Circadia Dashboard	<b>Software Maintenance</b> Software Customization Software Integration Services Software Updates (patches, etc.) Sentinel Service (security)  <b>Hardware Maintenance</b> Cleaning  <b>Workflows</b> WF Analytics and Consulting Process Improvement Services  <b>Expenses</b> Expense Management	<b>Technical Support</b> Helpdesk Support Online Tech Support  <b>Repair</b> Contract Coverage  <b>Replace</b> Device Depot Advanced Exchange	<b>EOL Support Options</b> Buyback Opportunities Asset Recovery

## HONEYWELL OPERATIONAL INTELLIGENCE

Is the challenge of managing your entire mobile fleet overwhelming? Honeywell Operational Intelligence makes it easy by providing a manufacturer-agnostic operational asset lifecycle and analytics solution for RMA (return merchandise authorization) that systematically tracks, manages, and optimizes all your IT assets, across all your locations, throughout the lifecycle. You always know where your devices are with Honeywell Operational Intelligence.

### For more information

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

### Honeywell Safety and Productivity Solutions

9680 Old Bailes Road  
 Fort Mill, SC 29707  
 800-582-4263  
[www.honeywell.com](http://www.honeywell.com)

Edge Services Data Sheet | Rev A | 03/19  
 © 2019 Honeywell International Inc.

**Honeywell**