

HONEYWELL SUCCESS STORY



From Products to Solutions, Honeywell transitions to provide comprehensive, advanced gas detection solutions for a Semiconductor Manufacturer in South Korea.

BACKGROUND

A semiconductor manufacturer in South Korea needed a trusted partner to provide customized gas detection solutions to help them keep their employees and facility safe. Honeywell initially offered only products to the semiconductor customer but pivoted to become a full solutions partner to meet the customer's varied needs.

THE CHALLENGE

The semiconductor manufacturer faced challenges due to a lack of available turnkey gas detection solutions that would meet their facility's stringent requirements, leading to an opportunity for Honeywell to improve the relationship with the customer by focusing on comprehensive solutions.

At the time, Honeywell's business model was product-centric which resulted in limited visibility and access to concerns of technical demands, pricing, response time, quality, and deliverables.

THE SOLUTION

Honeywell established a strong relationship with the customer and shifted to a restructured strategy of becoming a turnkey solution partner. By making this shift, Honeywell's sales and service team prioritized identification of the customer's pain points and enhanced daily communication. Honeywell applied a combination of experienced personnel and tailored comprehensive solutions to include service, construction (tubing, wiring, shut down cabling), installation, commissioning, integration of gas monitoring system,

technical consulting, repair, replacement, and upgrading of existing systems offerings.

Honeywell also developed a new product, the Vertex™ Edge, that could provide a solution that best fits the customer's needs. The Vertex Edge offered a cost-effective toxic gas monitoring system to meet semiconductor manufacturing requirements to quickly evaluate readings, alarms, event logs, real-time trends, and overall system status.

Honeywell's comprehensive engagement in service, sales, pricing, quality, and offering management was critical to solving challenges and delivering real-time solutions for the customer's facility. With a proven track record and technical expertise, the customer



trusted Honeywell to provide a toxic gas solution for dangerous materials such as precursor material.

Additionally, Honeywell worked with the customer to develop and implement an on-site training and preventive maintenance program.

RESULTS

Honeywell's pivot to include service offerings was a critical factor in providing solutions for the semiconductor manufacturer. As a result, the customer selected Honeywell to create gas monitoring technologies for specific chemicals, like the analysis of precursor material. Through this success,

Honeywell

Honeywell has expanded the development of new products and solutions for our customers around the world.

For more information

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