

MAXIMIZE YOUR DEVICE INVESTMENT WITH PRODUCTIVITY SERVICES

As tighter budgets, and the increasing pace of modern business, put pressure on organizations, new demands are created to protect hardware investments to keep operations going at full capacity. To ensure business operations are not impacted by unexpected downturns in equipment, like handheld computers and printers, companies need to trust their equipment receive lifetime support. With Honeywell Productivity Services, businesses can confidently take action to secure their hardware investments and protect against disruption.

Q&A

We asked Honeywell's General Manager of Global Services & Enterprise Mobility Gary Williams about the benefits of investing in service contracts for break-fix solutions and the full line of managed services available through Honeywell Enterprise Mobility (HEM).

Q. If hardware products already come with a manufacturer warranty, why do I need a service plan for my deployed device fleet?

WILLIAMS: That's a great question and one we get often. The manufacturer warranty only covers manufacturing defects for a preset amount of time. Any accidental damage or battery replacements for your fleet could cost hundreds or thousands of dollars if addressed individually as issues arise. Honeywell service plans are unique in that we offer coverage for repairs, replacements for devices and accessories. Among the coverages, we have three levels of contract options with the opportunity to also customize with upgrade options that cover both additional maintenance support. We also have an extensive Managed Services offering, which is 1 of 22 companies globally, and 1 of 7 in North America, that is Android Enterprise Recommended for managed services. Most of all, we understand and appreciate that the various organizations depending on our equipment will deploy and use everything differently, and that the service needs are not a one size fits all.

Q. How long can Honeywell provide service for my devices?

WILLIAMS: The short answer: the full lifecycle of the device. Our service offerings are designed to be flexible so they meet our customers' needs and timed to provide service throughout the lifespan of a product, along with a set time after the product's end of life. What's unique about our service offerings are that even after the point of sale has passed, our customers can still purchase service for their solutions. The benefit of purchasing the set time up front is that it protects them against potential spikes in service costs that may arise, which makes the investment more financially appealing.

For customers who have already purchased repair contracts, we also have the ability to attach our managed service offerings through Honeywell Enterprise Mobility (HEM), specifically our 24/7 Help Desk and Depot Management add-ons.

They also have access to secure access to spare devices should any of their deployed devices become unusable. We also offer our Honeywell as a Service (HaaS), which is a financial program that we've partnered with Huntington Bank to provide even more service financing services.



Gary Williams, Jr.
GM, Global Services & Enterprise Mobility



Q. What are the different levels of coverage you offer and what are their benefits?

WILLIAMS: Coverages vary between industries. That's because we know that different businesses have unique needs specific to their industry. We work closely with a business interested in investing in their mobility solution to meet their needs within one of our three tiers of service:

- **The Platinum Service Solution:** Ideal for businesses wanting to maximize their investment into mobility solutions. It's a comprehensive service plan that protects everything from the device, the accessories, batteries and Android operating systems. Participants also have access to overnight and two-day depot turnaround times, and three or five years of fixed price protection, with optional renewals. Furthermore, you have round-the-clock technical support and convenient online return authorization requests and access to online service history reports. With Platinum, you get all of this and so much more.
- **The Gold Service Solution:** This tier allows you the flexibility to customize the service contract to meet your unique needs while providing a predictable cost to help manage your budget. Like the Platinum Service Solution, the Gold Solution offers three to five years of fixed price protection, with optional renewals, cleaning and preventive maintenance, telephone-based tech support, and convenient online return authorization requests and access to service history reports. With Gold, participants can select from a list of upgrades to customize support à la carte, depending on their region.
- **Extended Warranty Solution:** This tier provides an economical repair alternative that covers device defects, including component-part failures. Like Gold and Platinum, it offers technical support, online return authorization requests, service history reports, and preventative device maintenance. It extends the factory warranty of a device for up to two years, and offers fixed multi-year pricing, with optional renewals.

Our goal is with the differing tiers of service is to create a nuanced solution for each business that fits their financial objectives and device timeframe and lifecycle.

DOUBLE-DOWN WITH OPERATIONAL INTELLIGENCE:

A Honeywell customer was receiving complaints from workers that batteries were not lasting throughout their entire shift. With Honeywell Operational Intelligence, they found that 20% of their device batteries were beyond their useful life and needed to be replaced, leading to unnecessary spending on replacement batteries. The customer was then able to identify bad batteries that truly needed to be replaced, saving them almost \$40,000 per year in buying batteries they did not need. Operational Intelligence also discovered that 30% of the time, their workforce was starting their shift with a healthy, but only partially charged battery. With this data in hand, they were able to implement more efficient device-charging practices improving their return on investment.¹

1. <https://sps.honeywell.com/content/dam/honeywell-edam/sps/ppr/en-us/public/software/common/documents/sps-ppr-operation-intelligence-battery.pdf>

Q. How can Honeywell further augment and empower my devices beyond repair coverage?

WILLIAMS: Unlike competitors within the industry who are limited in their managed service capabilities, Honeywell has a full suite of managed service offerings. We are also the only MMS provider that is recognized by Gartner's Magic Quadrant and an Android Enterprise Recommended provider, a Google-led initiative designed to give customers more confidence in deployed Android Solutions to make sure their enterprise mobility deployment is consistent and current.

And, as mentioned before, HEM services aims to take care of all of a customer's needs, beginning with device deployments that provide an exceptional out-of-box experience, from kitting and staging to the pre-configuration of settings. Our deployment capabilities can scale as you grow, whether that's from the hundreds of devices to tens of thousands.

Additionally, after initial deployment, our Mobile Device Management add-on can be customized to fit the organization's needs and can be configured, secured, and monitored remotely from deployed mobile devices to help strengthen cybersecurity efforts all from a central location. Our spare pool management program is also key to maximizing your return on investment and employee productivity. All returned devices are triaged, inspected, and cleaned before returned to inventory.

CONCLUSION:

[Honeywell Productivity Services](#) and HEM offer a variety of selective solutions that provide protection at every level, including access to a project management resource, network certification, staging, kitting, deployment, tracking and access to our award-winning Help Desk. With locations in 25 countries, Honeywell Productivity Services is ready to offer global support for mobility, printing and scanning investments.

Connect with a Honeywell expert today to find out how Productivity Services can work for you.

For more information

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