

FROM INSIGHT TO IMPACT

Honeywell Premium Support Services for Operational Intelligence



Honeywell Operational Intelligence is a centralized, cloud-based platform to manage the complete lifecycle, operational visibility, and performance analysis of fleet assets, people, and tasks. This solution provides built-in analytics and asset data to help you monitor device health, worker productivity, and operational performance across the fleet. It also includes the Honeywell Launcher and Browser term license, ensuring your mobile devices stay focused on productive, approved tasks.

Honeywell Premium Support offers a scalable, two-tier engagement model designed to align with your operational needs. The first option provides enhanced support with priority access to technical experts, a dedicated account resource, and guided onboarding to help your team successfully deploy and manage Operational Intelligence. The second option delivers a fully managed experience where Honeywell experts proactively monitor and manage the Operational Intelligence platform, delivering ongoing insights and data-driven recommendations to optimize performance, reduce risk, and improve operational outcomes across devices, sites, and workflows.

BENEFITS

When enhancing your support plan to Premiums, Honeywell's Premium Support Offering brings a multitude of advantages, including:



Increased Operational Efficiency: Streamlined processes and domain expertise lead to maximizing productivity and uptime, while reducing operational disruptions.



Cost Savings: Identifying and solving issues proactively reduces costs associated with operational disruptions stemming from preventable device or application failures.



Personalized experience: Dedicated Account Management for onboarding, training, and continuous support.



Improved Risk Management: With proactive monitoring and support, potential issues are addressed early, reducing risks to your operations.



Better User Experience: Comprehensive training and support ensure that users are comfortable, confident, and effectively leveraging fleet technology.

WHAT DOES IT DO?

Our Premium Support Services Offering includes several key services that are integral in optimizing and managing Honeywell systems and technology WITH fleet assets.

By attaching our new Premium Support Services to their Operational Intelligence software, our Clients can now benefit from:

- **Dedicated Account Management:** Personalized service provided by skilled account managers who understand the nuances of your operations.
- **24/7 Technical Support:** Prioritized access to our experts, ensuring that questions and issues are resolved swiftly, minimizing downtime.
- **Proactive System Monitoring:** Advanced diagnostics and monitoring to detect, prevent, and solve potential issues before they escalate.
- **Customized Training Programs:** Tailored training sessions to empower users, ensuring they are equipped to utilize Honeywell systems to their full potential.
- **System Optimization Assistance:** Regular reviews and assessments to refine system performance, adapting to evolving operational needs.

SERVICES COMPARISON CHART

Honeywell offers Three Scalable Support Paths, with a Clear Ownership at Every Stage

	STANDARD SOFTWARE SUPPORT	PREMIUM SUPPORT + SERVICES	PREMIUM SUPPORT + MANAGED SERVICES
What is it	Standard Support provides foundational software support designed to address essential user needs while facilitating effective system use and maintenance. It ensures that customers have access to critical updates, basic troubleshooting assistance, and essential resources needed for optimal performance.	Expert-led enablement that accelerates time-to-value while keeping customers in control. Premium Support + Services provides guided onboarding, priority technical support, and expert training to help customers operationalize Operational Intelligence faster, scale confidently, and maximize ROI without adding internal complexity or relinquishing ownership.	A true operational partnership that turns Operational Intelligence into measurable, ongoing business results. Premium Support + Managed Services combines priority support with expert-led monitoring, insights, and ongoing optimization allowing customers to offload day-to-day management while achieving continuous performance improvements and shared accountability for outcomes.
Number of Devices	Recommended for <1000	Recommended for 1000+	Recommended for 1000+
Technical Client Manager (TCM)	X	✓	✓
Remote Technical Support	L2/L3 8AM-5PM, M-F; L1 after hours	<ul style="list-style-type: none"> • Priority Access • L2/L3 8AM-5PM, M-F; L1 after hours • Additional support team availability negotiated in agreement 	<ul style="list-style-type: none"> • Priority Access • L2/L3 8AM-5PM, M-F; L1 after hours • Additional support team availability negotiated in agreement
Remote Technical Support Response Times	P1 1-hour or less; P2/P3 6 hours or less	P1 1-hour or less; P2/P3 4 hours or less	P1 1-hour or less; P2/P3 4 hours or less
Access to Knowledge Base and Product Resources	✓	✓	✓
New Software Releases	✓	✓	✓
Custom Training Resources	x	✓	✓
Scheduled System Health Checks	x	✓	✓
Quarterly Business Review	x	✓	✓
Discovery Workshop	x	✓	✓
Monthly Insights & Findings of Op Intel Data	x	x	✓
Weekly Monitoring & Interpreting Op Intel Data	x	✓	✓
Site Visits	x	x	✓

Whether you are seeking to solve complex challenges or simply wish to enhance the performance of existing systems, Honeywell's Premium Support Services is your strategic upgrade for success.

Join us in elevating your operational capabilities and achieving new heights of efficiency and satisfaction.

Talk to one of our experts now

For more information

automation.honeywell.com

Honeywell Industrial Automation

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