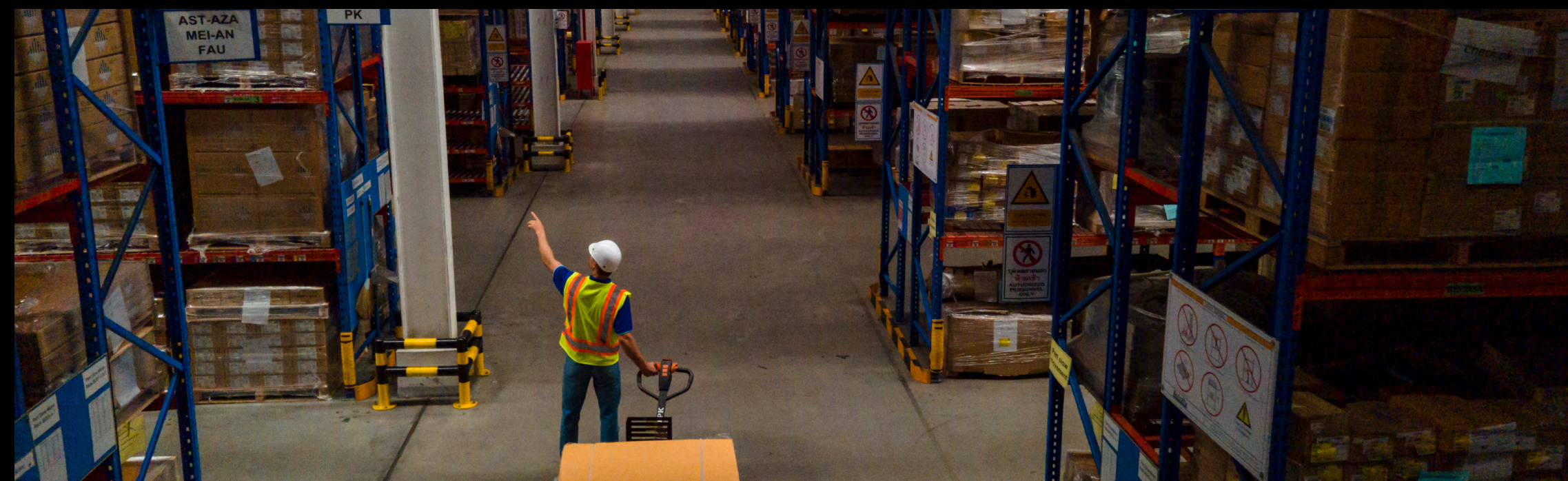
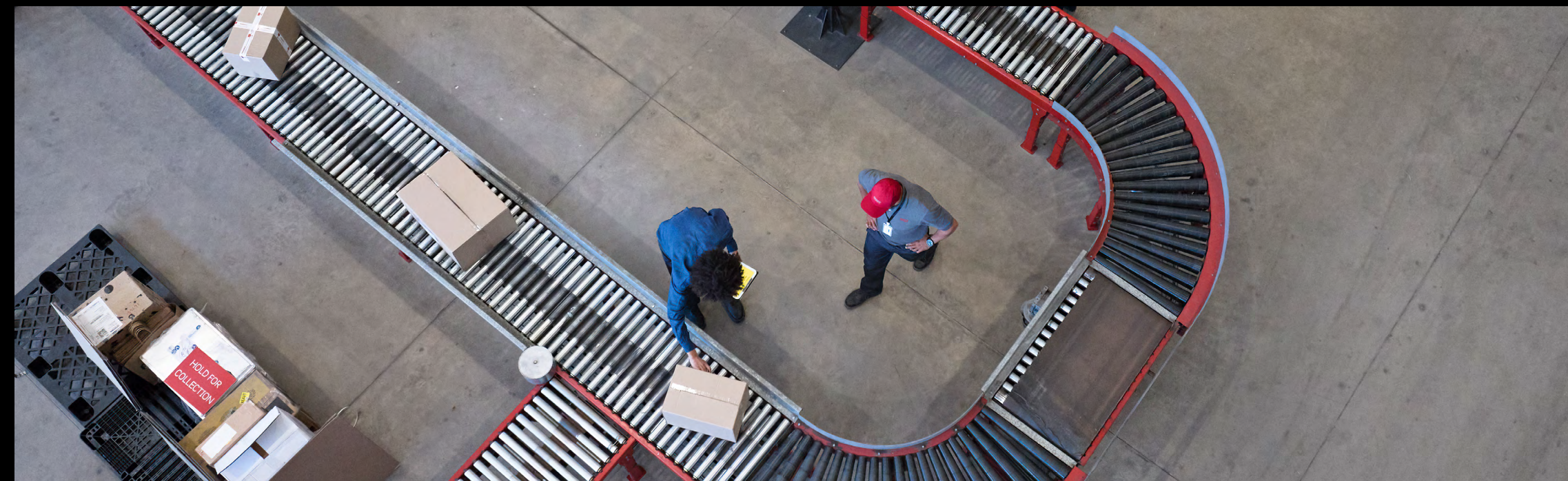


SUCCESSFUL SOLUTION DEPLOYMENT IN TRANSPORTATION, LOGISTICS, AND WAREHOUSING

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DEVELOPING SOLUTIONS THAT DELIVER REAL-WORLD RESULTS

Honeywell has decades of experience delivering end-to-end solutions across multiple TLW sub-verticals. Our customers are some of the world's most well-known warehouse operators, 3PLs, airlines, and post and parcel companies. They trust Honeywell to provide solutions that perform reliably in challenging environments and address operational efficiency, productivity, and worker safety requirements. Our team offers comprehensive support throughout the entire solution lifecycle—from initial concept to

implementation -ensuring consistent results without interruption, no matter where it is in the world.

We help companies:

- Shorten fulfillment times
- Facilitate operational coordination
- Deliver data intelligence
- Support worker retention
- Drive productivity, efficiency, and safety



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TRANSFORMING OPERATIONS FOR A MAJOR US-BASED TRUCK LEASING AND MAINTENANCE COMPANY





THE CHALLENGE

A leading U.S.-based truck leasing and maintenance company, with a mixed fleet of over 300,000 vehicles from multiple OEMs, was experiencing rapid growth and needed an innovative technology solution to help them meet increased demand. With 8,000 technicians working across 700 services centers, the company recognized the urgent need for a technological overhaul to their existing paper-based systems. Without changing the way they operated, they would not be able to meet the growing demands of the business.

Key challenges included:

- **Preventative Maintenance Quality:** As part of their commitment to operational excellence, they aimed to implement a preventative maintenance process for their diverse vehicle fleet. Ensuring that vehicles were maintained proactively would reduce downtime and enhance customer satisfaction. Because of the company's expansive fleet of vehicles, manually based maintenance and inspection workflows became time-consuming. Additionally, manual checks could give way to potentially erroneous information being recorded during an inspection.
- **Customizable Inspections:** PM programs needed to be tailored to each vehicle class based on year, make, and model. Multiple powertrain

configurations and complex vehicle systems, such as aftertreatment and electronics on modern trucks and engines, put additional requirements on the need for a customizable PM program. With such a diverse fleet, the company needed to be able to define and easily modify its inspection criteria processes to deliver the right inspection, at the right place, and at the right time.

SOLUTION

To tackle this challenge head-on, the company partnered with Honeywell Productivity Solutions and Services (PSS) to deploy a suite of advanced technological solutions tailored to their specific needs.

- **Honeywell Voice Guided M&I:** The company deployed Honeywell Voice Guided M&I, which provided a streamlined approach to task management, allowing workers to access information and instructions directly through their mobile devices. Voice Guided M&I has enhanced the company's ability to perform maintenance and inspection workflows, making them quicker and more accurate. This integration significantly enhanced the efficiency of inspection operations, thereby reducing the average time to task completion.
- **Deployment of Talkman Devices:** The company invested in over 3,000 Talkman

devices which enabled hands-free, eyes-up operations. These rugged voice-directed devices facilitated better voice-directed workflows and enhanced productivity by allowing them to execute tasks while remaining mobile.

OUTCOMES

The collaboration between Honeywell PSS and the truck leasing and maintenance company resulted in a transformative operational model.

- **Efficiency Gains:** The deployment of Honeywell Guided Work and Talkman devices led to a noticeable improvement in workflow efficiency and accuracy, reducing inspection times and time to task completion.
- **Improved PM Quality:** The customer reported the accuracy and inspection quality of the preventative maintenance program has led to a reduction of 60,000 vehicles per year requiring an unplanned repair between planned inspections.
- **Digitalized and Transparent:** The new voice automated solution is electronically captured, eliminating the need for paper documents. Since the data is stored digitally, it enhances compliance with Department of Transportation regulations regarding document retention, and it provides visibility to vehicle condition and repair history.

CONCLUSION

Through a targeted approach to technology deployment and system upgrades, the US-based truck leasing and maintenance company was able to effectively address its core challenges. Through a collaborative effort in designing a customized solution based on the company's needs, Honeywell PSS was able to deliver a solution suite that enables ongoing operational improvements and long-term results.



Honeywell Talkman



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NAVIGATING OPERATIONAL CHALLENGES WITH HONEYWELL SOLUTIONS IN MARITIME SHIPPING

THE CHALLENGE

In Southeastern Asia, a national shipping company has established itself as a vital link in inter-island transport, facilitating both passenger travel and cargo transport across its diverse waterways. With a robust operational footprint, the company boasts 45 office branches and 115 terminal points. Operating a fleet comprised of passenger ships, cargo vessels, and pioneer boats, the company connects commerce and communities between the islands, serving both prominent routes and remote regions.

While the company's extensive operations are essential for regional connectivity, they also present unique challenges. The maritime environment is demanding, marked by exposure to elements like water, salt, and motion, necessitating robust technology that can endure these conditions.

As customer expectations continued to rise for faster and more reliable service, the shipping company recognized the urgent need for effective mobile computing solutions to enhance operational efficiency and address real-world operational challenges.

One such challenge involved verifying that passengers disembark at their proper destination port. By scanning the QR code on each passenger's ticket, the company aimed to improve accuracy in tracking disembarkation. The pain point, as identified by the customer, was that some passengers were not disembarking at their final port of destination, which forced the company to provide additional food for these passengers—leading to unnecessary costs and significant waste. To resolve these issues, the company sought comprehensive and durable solutions that could seamlessly integrate with their existing systems, ensuring both streamlined operations and improved resource management.





COLLABORATION WITH HONEYWELL

To tackle these challenges, the shipping company turned to Honeywell Productivity Solutions and Services (PSS) for assistance. Recognizing the unique demands of maritime operations, Honeywell PSS engaged in thorough discussions with the shipping company to understand its specific requirements.

This collaboration resulted in a tailored solution that included the deployment of over 215 EDA52 mobile computers, renowned for their ruggedness and performance in challenging environments. Honeywell also proposed its Operational Intelligence software, designed to provide robust data analytics and real-time visibility into processes across the company's operations.

Ruggedness: The EDA52 mobile computer is specifically engineered to resist shocks, drops, and exposure to moisture, making it ideal for use on ships.

Enhanced Functionality: With features that prioritize quick data capture and effective communication, the EDA52 would help streamline workflows among crew members, office staff, and terminal operators.

Operational Insights: The addition of Honeywell Operational Intelligence software allows for greater analytics capabilities, enabling the shipping company to optimize operations and respond swiftly to device challenges before they impacted productivity.

RESULTS

The deployment of the EDA52 mobile computers and Honeywell Operational Intelligence software brought about several improvements for the shipping company:

Increased Efficiency: The mobile devices enabled crew members to manage passenger services more efficiently, leading to reduced turnaround times at terminals.

Enhanced Data Accuracy: With real-time updates and data entry capabilities, the accuracy of passenger information improved, reducing errors and associated costs.

Durability and Reliability: The rugged design of the EDA52 mobile computers ensured continuity of operations, even under the challenging maritime conditions, minimizing downtime.

Strategic Partnership: The close relationship developed between the shipping company and Honeywell PSS cultivated trust and positioned Honeywell as a top-of-mind technology provider. This partnership opened doors for continued collaboration and opportunities for future innovations.

CONCLUSION

By understanding the unique challenges of maritime operations and deploying a comprehensive solution that included over 215 EDA52 mobile computers and Operational Intelligence software, the company enhanced its operational efficiency. Honeywell PSS not only provided a solution but also established itself as a vital partner in the shipping company's journey towards improved service and customer satisfaction. This collaboration highlights the importance of tailored solutions in addressing the specific needs of businesses operating in demanding environments.



Honeywell EDA52

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ADVANCING SAFETY AND EFFICIENCY WITH HONEYWELL'S CT47 MOBILE COMPUTER

COMPANY OVERVIEW

A prominent North American-based chemical manufacturer operates in about 160 countries and employs approximately 36,000 people globally. This innovative company prioritizes the sustainable production of chemicals, focusing on providing high-quality products that serve various manufacturers in multiple industries. Given the critical nature of their operations and the potentially hazardous environments in which they work, the company recognizes the importance of having reliable, safe, and efficient technology solutions to optimize their workflows.



CHALLENGE: THE NEED FOR NON-INCENDIARY DEVICES

As the chemical manufacturer sought to refresh its aging device fleet, they faced specific challenges:

Safety Requirements: Due to the nature of their work, it was essential to deploy devices that were non-incendiary (NI) rated to ensure the safety of all employees operating within potentially explosive environments.

Global Compatibility: The company required a user-friendly device that could be deployed across various locations globally, enhancing data capture and secure team communications.

Limited Device Performance: Employees were struggling with the limitations posed by outdated devices that didn't meet the demands of the fast-paced manufacturing environment.

HONEYWELL SOLUTION: DEPLOYING THE CT47 MOBILE COMPUTER

To tackle these challenges, the manufacturer partnered with Honeywell Productivity Solutions and Services. The collaboration focused on identifying the CT47 mobile computer as the ideal solution to meet their operational needs:

Non-Incendiary Capability: The CT47 is NI-rated, making it a safe choice for use in chemical production environments, thereby addressing the company's paramount safety concerns.

User-Friendly Interface: Employees found the CT47 easy to operate, which minimized the learning curve associated with using new technology and helped integrate the devices into daily workflows seamlessly.

Performance and Speed: The CT47 met and even exceeded expectations regarding operational speed, enabling employees to complete tasks more efficiently and effectively.

Standardization Across Devices: By deploying a uniform device across their operations, the chemical manufacturer could reduce complexities associated with managing multiple disparate devices.

Scalability: The flexibility of the CT47 allowed for easier scalability, enabling the company to adapt to future technological needs without significant disruption.

DEPLOYMENT AND RESULTS

Working collaboratively with Honeywell PSS, the company was able to produce and deploy 40 NI-rated CT47 devices that have fundamentally transformed their workflows. The outcomes of this initiative included:

Reduced Total Cost of Ownership (TCO): Standardization on the CT47 allowed the chemical manufacturer to streamline their IT costs associated with device management, support, and maintenance.

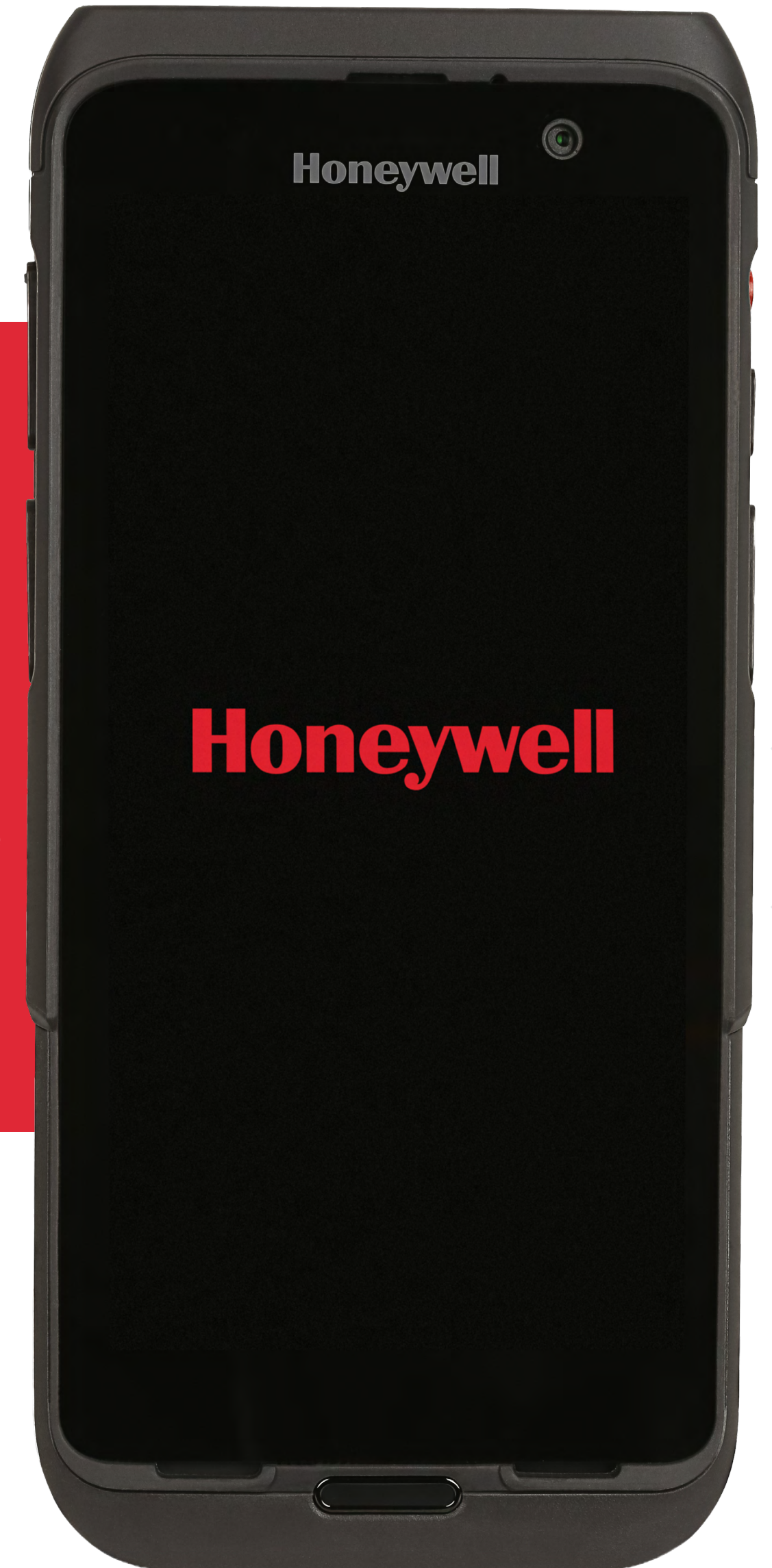
Enhanced Productivity: Employees reported improved workflows due to the speed and reliability of the new devices, facilitating better communications and data capture across teams.

Increased Safety Compliance: By utilizing NI-rated devices, the company enhanced worker safety, ensuring compliance with safety regulations in their hazardous work environment.

Positive Employee Feedback: The ease of use and efficiency of the CT47 devices resulted in positive feedback from employees, fostering greater acceptance and enthusiasm toward the technology.

CONCLUSION

The partnership between the North American chemical manufacturer and Honeywell Productivity Solutions exemplifies how tailored technology solutions can optimize workflows, enhance safety, and ensure operational efficiency in challenging environments. By selecting the CT47 mobile computer, the chemical manufacturer demonstrated a commitment to innovation and safety, paving the way for continued growth and operational success.



Honeywell CT47

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ENHANCING GLOBAL FREIGHT FORWARDING OPERATIONS WITH HONEYWELL SOLUTIONS

THE CHALLENGE

In the vast and complex world of logistics, a leading multi-modal freight forwarding company has made its mark by delivering a diverse range of products across numerous countries around the world. With operations running by air, land, and sea, this global enterprise faced challenges in gaining visibility and control over its extensive worldwide operations. As the company expanded and integrated new acquisitions, the need

for standardized hardware, services and software solutions became essential to streamline processes, enhance efficiency, and improve overall performance.

The freight forwarding company recognized that operating with disparate technologies and systems across various countries was negatively impacting its ability to achieve operational excellence. They needed global standards and solutions that would provide efficient workflows, visibility into their entire enterprise, and lower costs.





COLLABORATION WITH HONEYWELL

To address these critical challenges, the multi-modal freight forwarding company engaged Honeywell Productivity Solutions and Services (PSS), attributable in part to the organization's strong internal experience with the freight forwarder's global business unit. Understanding the intricacies of their operations, Honeywell PSS listened intently as the company voiced its concerns and articulated specific needs. The result was a comprehensive, innovative solution suite aimed at improving the company's end-to-end operational efficiencies with global standards. The Global Account Management strategy played a critical role in achieving the customer's objectives.

THE SOLUTION DEPLOYMENT

With clear objectives and a defined collaboration framework, the freight forwarding company decided to deploy over 15,000 units of various Honeywell products and solutions to optimize their end-to-end operations.

RESULTS

The integration of Honeywell's advanced technology helped to transform the freight forwarding company's operations. They realized enhanced visibility through standardized hardware and services, improved efficiency and streamlined workflows, faster decision making with real-time data collection, and reduced downtime.

In addition to the solution suite, Honeywell PSS introduced a comprehensive global collaboration framework focused on ease of doing business. This strategic approach established a dedicated point of contact, ensuring that the company received timely guidance and expertise wherever they operated. It also included the creation

After extensive testing with various Warehouse Management Systems in many countries worldwide, a global approved product list for hardware and services was released. The hardware and services are locally purchased and delivered by selected Honeywell Resellers. All licensed software (Soti, Seagull Bartender) are distributed to their local facilities via the freight forwarder's headquarters. This improved visibility and control over their local facilities.

HONEYWELL SOLUTION:

- 1. CK65 & CK67 Handheld Mobile Computer:** With its robust design, this keypad device provides workers with durable, high-performance devices for real-time data capture and communication.
- 2. CT45 Mobile Computer:** This touchscreen device equipped employees with powerful capabilities, enhancing tracking and delivery accuracy in logistics processes.
- 3. CW45 Wearable Mobile Computer with 8675i:** Designed for hands-free operation, the CW45 with

8675i allows staff to focus on tasks while ensuring seamless communication and data entry.

- 4. VM1A Rugged Tablet with Granit Scanner:** Ideal for control centers and vehicle-based operational tasks, the VM1A tablet provided a secure platform for data management and analytics, contributing to improved operational oversight.
- 5. PC45, PD45, PX65 Label Printers:** These printers enabled swift label creation, ensuring proper documentation across the shipping process, which contributed to better product handling.
- 6. RP4f Mobile Printer:** The RP4f facilitated on-the-go printing, allowing for immediate label and documentation needs during transport operations.
- 7. 5-Year Gold Service Contract:** The company opted to cover their deployed mobility devices with Honeywell Managed Mobility Services Gold Contract, fixed price protection, with optional renewals, cleaning and preventative maintenance, telephone-based tech support, and convenient online return authorization requests and access to service history reports.

of a global support team dedicated to assisting the company in its operations across all countries where the customer is located. Furthermore, Honeywell created a global price book that simplified the procurement process for new solutions, allowing the company to efficiently deploy necessary technologies without bureaucratic delays.

By standardizing hardware and services, introducing a global collaboration framework, establishing a dedicated global support team, and deploying advanced Honeywell products, the customer has positioned itself for sustainable growth in a dynamic logistics landscape.



Honeywell CK67

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OPTIMIZING TRANSPORTATION AND LOGISTICS OPERATIONS WITH HONEYWELL CT45 XP MOBILE COMPUTERS

THE CHALLENGE

A leading Canadian-based transportation and logistics company, recognized for its efficient warehousing and cross-border logistics services, was facing increased demand for their high-quality services. To keep pace with demand and continue to deliver the service their customers became accustomed to, the company needed to refresh its mobile device fleet to help streamline operations for its truck drivers and increase overall efficiency.

The company relied on competitive mobile devices that, while functional, were reaching the end of their useful life and did not meet all the intricate needs of the company's operations. Because the existing device was deployed throughout the company's vehicle fleet, they would also need a device that could help replace the vehicle docks for the legacy devices, posing both logistical challenges and concerns regarding downtime. Ensuring a seamless transition to new devices without interrupting ongoing operations was paramount. Furthermore, the company sought equipment that would improve worker productivity in rugged and demanding environments typical in logistics operations.



SOLUTION

In response to these challenges, the company partnered with Honeywell Productivity Solutions and Services (PSS) to deploy over 800 Honeywell CT45 XP mobile computers, built on the Honeywell Mobility Edge™ platform, which are specifically designed to meet the demands of modern logistics.

The Honeywell CT45 XP Advantage

Engineered for rugged environments, the CT45 XP offers advanced scanning capabilities, flexible connectivity options, and long-lasting battery life, enabling truck drivers to efficiently scan barcodes, communicate, and track logistics in real time even in harsh conditions with drops, spills, and extreme temperatures. Additionally, the CT45 XP's vehicle docking system is simple to install to reduce downtime and enhances driver safety.

Mobility Edge Platform

The CT45 XP is built on Honeywell's Mobility Edge platform, offering a durable, stable and secure foundation upon which the company could build out their future mobility solution. Mobility Edge™ helps to accelerate device deployment with seamless integration into existing infrastructure, optimizes business performance, extends the lifecycle of devices for lower TCO, and strengthens security of deployed devices.

This combination of advanced technology and strategic planning allowed the logistics company to enhance productivity across its operations.

RESULTS

The deployment of the CT45 XP mobile computers was executed in multiple phases, ensuring that drivers could be trained on the new technology while maintaining operational continuity. Given the ease of use associated with the CT45 XP, the training process was swift, and adoption was rapid among truck drivers.

Truck drivers experienced improved efficiency in loading and unloading cargo, thanks to faster scanning processes, which led to quicker turnaround times at warehouses.

Additionally, the improved data collection capabilities provided by the CT45 XP enabled better tracking of inventory and shipments, resulting in reduced errors and delays. The robust performance and real-time operational insights offered by the devices helped the logistics company maintain competitive advantages in a challenging marketplace.

Overall, the collaboration with Honeywell not only addressed the immediate challenges posed by the outdated mobile computing infrastructure but also laid a foundation for enhanced productivity and long-term operational success.



Honeywell CT45

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TRANSFORMING PACKAGE DELIVERY WITH HONEYWELL'S INNOVATIVE SOLUTIONS

THE CHALLENGE

A leading parcel delivery company, known for its exceptional customer service and global reach, recognized that to maintain its competitive edge and uphold its high standards of service, it needed to modernize its operational capabilities. With business growing at an unprecedented rate, the company faced challenges including increased shipment volumes, the need for improved tracking and delivery speed, and the importance of enhanced employee efficiency without compromising customer satisfaction.

As the company expanded its operations, it became clear that its existing technologies were insufficient. The company was using a decade-old competitive incumbent solution suite that failed to meet the company's challenges and needs. Since the company was committed to delivering excellence, it required a comprehensive solution to streamline its processes and enhance customer experience.





COLLABORATION WITH HONEYWELL

To address these critical issues, the parcel delivery company turned to Honeywell Productivity Solutions and Services (PSS). Recognizing the need for a collaborative approach, Honeywell engaged closely with the company's leadership. They listened to the challenges faced by the parcel delivery provider while also encouraging the team to share their ideas for improvement.

Honeywell's User Experience team played a pivotal role in this collaboration. Through iteration and feedback, they were able to develop a tailored solution that aligned with the evolving demands of the delivery operations. This was not just about replacing old devices; it was about implementing a versatile solution that could increase operational efficiency while elevating service standards.

THE SOLUTION SUITE

The resulting solution from Honeywell was comprehensive and transformative. The company replaced its aging system with an extensive suite of high-quality devices and licenses that included:

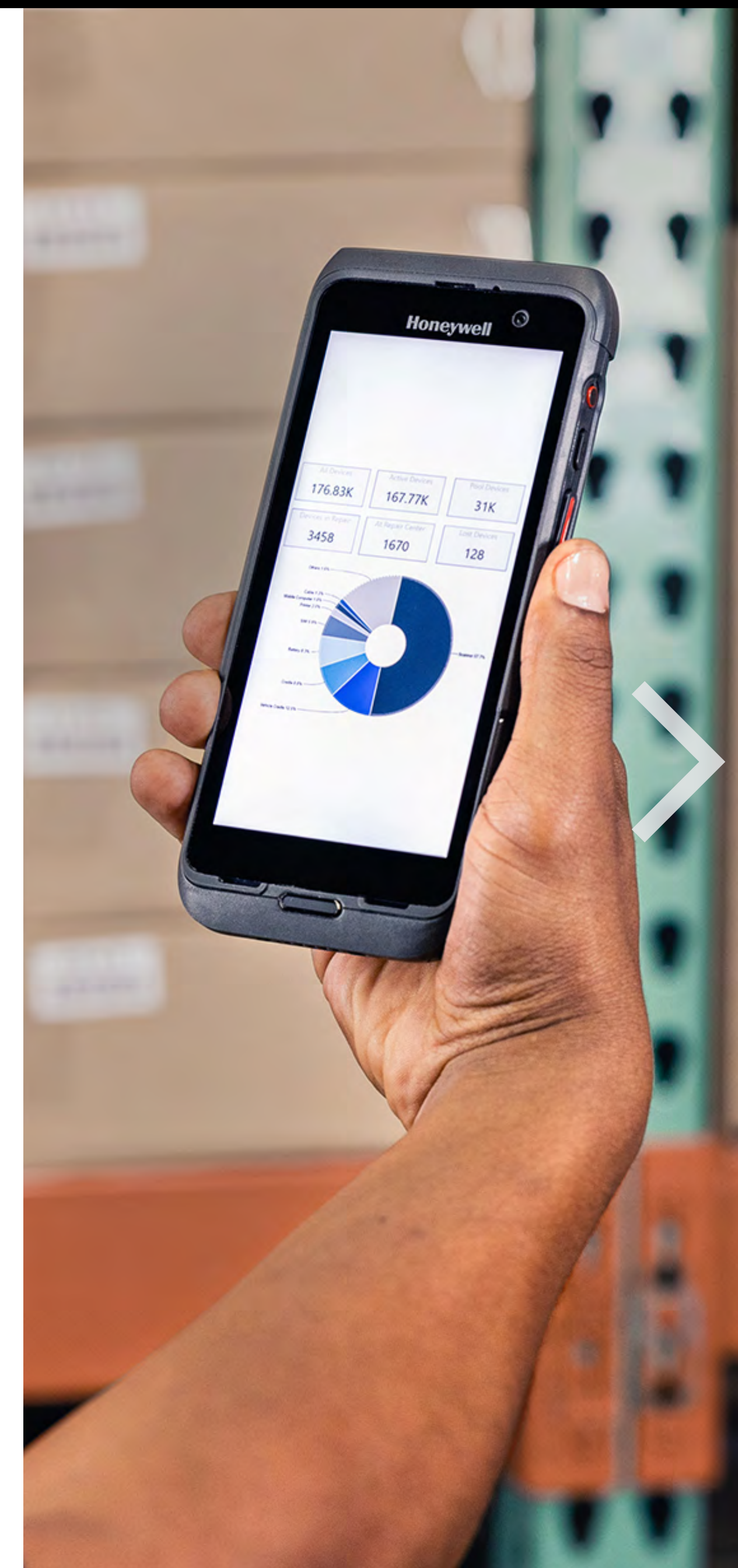
- 1. 50,000 CT47 Mobile Computers:** The CT47 mobile computer, built on the Mobility Edge™ platform, is designed to be a rugged device with a long-lasting battery and powerful Qualcomm® processor allowing employees on the ground to operate efficiently and effectively. With the latest 5G and Wi-Fi 6E technology, it stays secure and connected wherever it needs to go, all the while being built to withstand the demanding parcel delivery environments.
- 2. 42,000 Operational Intelligence Licenses:** Honeywell Operational Intelligence is a SaaS solution that helps customers use prescriptive data gathered through deployed devices to take smart actions and trigger workflows that address challenges before they impact downstream productivity. With advanced insights and analytics, Operational Intelligence detects device issues, finds lost devices, and generates valuable business insights for improved productivity.
- 3. 40,000 8680i Wearable Scanners:** The Honeywell 8680i Wearable Mini Mobile Computer is a compact, ergonomic Bluetooth® scanner designed for hands-free operation. Ideal for high-volume tasks like picking and packing, it enhances workflow efficiency. Built for rugged environments, it offers customizable options, supports standalone functionality, and integrates
- analytics for uninterrupted performance, improving productivity and reducing operational slowdowns.
- 4. 35,000 RPf Series Mobile Printers:** The RPf series of mobile printers provides big productivity gains and reduces errors by enabling workers to print labels at the location they need, so labels can be applied when and where they need to be applied. The RPf printer fits seamlessly into existing systems and comes with a powerful CPU and smart power management, allowing smooth, continuous operation so your workers can work efficiently with less media reloading, battery swaps, and downtime.
- 5. 115,000 Gold Level Service Contracts:** Honeywell's Gold Level Service offers three or five years of fixed price protection, with optional renewals. Benefits include preventive maintenance, telephone support, and easy online service requests. Customize your support with upgrades like comprehensive coverage, battery refresh, device re-imaging, printhead refresh, on-site repairs, and a 2-day depot turnaround time. Availability varies by region.

RESULTS

The deployment of this comprehensive solution suite led to improvements across the parcel delivery provider's operations.

With the integration of Honeywell's advanced technologies, the company was able to enhance its delivery speed and accuracy significantly, while enhancing the customer and worker experiences, and streamlining their operations.

The strategic partnership between the globally renowned parcel delivery provider and Honeywell PSS illustrates the importance of innovation in maintaining competitive advantage in the logistics industry. By actively listening to the challenges faced by the company and crafting a solution that met their exact needs, Honeywell was able to help the organization not just to replace outdated technology but to create a future-ready operational framework.





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A NORTH AMERICAN POSTAL COMPANY'S TRANSFORMATION WITH HONEYWELL MOBILITY SOLUTIONS

COMPANY OVERVIEW

A leading North American postal company operates an extensive delivery network that reaches over 16 million addresses and operates a fleet of 13,000 vehicles. The organization is responsible for delivering an impressive 8.4 billion items annually and boasts consolidated revenues of approximately \$11.11 billion. Their operations primarily consist of traditional door-to-door service executed by about 25,000 letter carriers, alongside services provided through a network of over 6,200 post offices across the country, including both corporate and privately-operated franchises.



CHALLENGE: OUTDATED TECHNOLOGY STRATEGY

The postal company faced significant challenges with its existing “one device fits all” strategy, which was primarily made up of competitive devices. As they scaled their operations to accommodate their vast network and increasing volumes, it became clear that this approach was insufficient.

Discontent with the limitations of outdated technologies, employees dealt with frequent device breakages and battery issues that hindered efficiency and service delivery. Beyond these immediate concerns, the organization required a diversified set of tools to manage the various workflows effectively.

SOLUTION: EMBRACING HONEYWELL'S MOBILITY EDGE™ PLATFORM

To address these challenges, the postal company partnered with Honeywell Productivity Solutions and Services. One of the key proposals included migrating to Honeywell's Mobility Edge™ platform, which provided a critical differentiation over their

previous approach. Mobility Edge™ is a durable, stable and secure platform that supports a range of mobile device form factors while sharing the same accessories and software tools, thereby simplifying deployment and support mechanisms.

In total, the company transitioned to over 40,000 Honeywell mobility computers, with an initial rollout of Honeywell CT40 mobile computers that were later expanded to include the CT45 XP mobile computer over the subsequent two years. The long Android support lifecycle associated with these devices was a particularly advantageous feature, allowing for extended usability and reduced need for frequent device updates. They also opted to also deploy 5,000 8675i ring scanners, to help their operations become even more efficient.

KEY BENEFITS AND OUTCOMES

1. Enhanced Device Reliability: One of the most significant improvements was in the ruggedness and battery life of the Honeywell devices. Employees no longer faced the frustration of managing malfunctions or short battery life, even in challenging environmental conditions.

2. Operational Efficiency: By leveraging devices specifically designed to meet the diversified workflows within the postal service, the company greatly enhanced the efficiency of its operations. Employees were equipped with the right tools tailored to their specific roles, allowing for more streamlined processes and improved service delivery.

3. Cost-Effective Support Solutions: Honeywell's Mobility Edge not only facilitated easier device management through standardized accessories and platforms but also proved to be cost-effective over the lifespan of the devices. The overall total cost of ownership was significantly reduced as a result of this strategic partnership.

4. Future-Proofing Technology Adoption: The move towards Honeywell's Mobility Edge platform positioned the company well for future technological advancements. They are now able to adopt new tools and technologies quickly without the challenges of legacy systems hindering integration.

5. Focus on Sustainability: The investment in reliable, long-lasting devices aligns well with sustainability goals, reducing electronic waste generated from frequent device replacements.

CONCLUSION

The North American postal company successfully enhanced its delivery operations through its strategic partnership with Honeywell. Emphasizing a shift away from a “one device fits all” strategy to a more flexible, versatile approach has allowed for increased reliability and efficiency in their delivery service. Moving forward, the organization is well-positioned to adapt to changing demands with Honeywell's innovative solutions.



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BOOSTING PRODUCTIVITY IN ASIAN ECOMMERCE WITH HONEYWELL SOLUTIONS

THE CHALLENGE

In the fast-paced world of eCommerce, an Asian-based company has established itself as a key player in the region. Specializing in the receipt and distribution of goods throughout Asia, the company has generated a growing customer base that demands increasing levels of service and efficiency. With the surge in operations, the company faced the pressing challenge of maintaining high-quality customer service while enhancing productivity in a rapidly evolving market.

As the eCommerce company expanded its reach, the existing hardware began to show its age. With many of their mobile devices being over five years old, the organization struggled to maintain operational efficiency. The company knew that to keep pace with customer expectations and the evolving landscape of eCommerce, it was imperative to refresh their mobile devices.

In their quest for a solution, the company reached out to Honeywell Productivity Solutions and Services (PSS), seeking collaboration to address their challenges. Honeywell PSS took the time to listen intently to the company's pain points. Through thorough consultation, they understood the intricacies of the company's operational needs and began crafting a plan that leveraged Honeywell's advanced technology.

Honeywell PSS recommended the deployment of over 8,000 Honeywell ScanPal™ EDA52 mobile computers to replace the aging, competitive devices that hampered productivity. The EDA52 is known for its robust features and high-performance capabilities, making it an ideal solution for organizations requiring reliable and efficient mobile computing.



THE SOLUTION DEPLOYMENT

The EDA52 mobile computer is designed specifically for the rigors of eCommerce operations, including:

- 1. Enhanced Processing Power:** The EDA52 devices provide faster processing speeds, allowing employees to handle transactions quickly and effectively.
- 2. Improved Scanning Capabilities:** With advanced scanning technology, the EDA52 ensured accurate inventory management and quicker order fulfillment.
- 3. User-Friendly Interface:** The intuitive design of the EDA52 enabled staff to learn quickly and adapt without extensive training, minimizing disruptions during the transition.
- 4. Rugged Durability:** Built to withstand the demands of a busy eCommerce environment, the EDA52 devices are capable of enduring drops and harsh conditions, ensuring longevity and reliability.

RESULTS

The results of the mobile device refresh were significant and far-reaching, including heightened productivity among its workforce, improved customer satisfaction, and solidified Honeywell PSS as a collaborative partner for future projects and further optimization of operations.

By listening to the company's pain points and delivering a robust, customized solution, Honeywell PSS transformed not only the operations but also the customer service capabilities of the eCommerce firm. The partnership exemplifies the importance of aligning innovative technology with business needs, ultimately paving the way for sustained success and a stellar customer experience in the competitive world of eCommerce.

THE HONEYWELL SCANPAL™ EDA52 MOBILE COMPUTER

The Honeywell ScanPal™ EDA52 is a rugged, lightweight mobile computer built for business. It features a Snapdragon octa-core processor, NFC, Wi-Fi 5, Bluetooth® 5.1, and 4G LTE. Its 5.5-inch Gorilla Glass touchscreen and ergonomic design offer comfort and durability.

The device includes a 13MP rear camera, a 5MP front camera, and the advanced S0703 scan engine for fast, reliable barcode reading. It has a 4500mAh removable battery with Quick Charge 3.0 and supports nano SIM and eSIM. Running Android 11 (upgradable to 13), it meets Google's Android Enterprise Recommended standards.

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TRANSFORMING BELOW-THE-WING OPERATIONS WITH THE CT47 MOBILE COMPUTER

COMPANY OVERVIEW

A leading US airline transformed its baggage handling operations by deploying Honeywell CT47 mobile computers. Faced with demanding airport environments and the need for improved efficiency, the airline equipped its workforce with 20,000 rugged CT47 units, leveraging their high durability, advanced connectivity, and secure Mobility Edge™ platform and Honeywell Operational Intelligence.



CHALLENGE

A major US-based airline was grappling with the challenges of modernizing its “below the wing” operations, specifically in baggage handling, a pivotal and often problematic aspect of airline functionality.

The airline’s former solution had a decade of incumbency, but the solution was failing to meet the airline’s operational demands. Its existing device fleet lacked the resilience required for high-paced, high-pressure, and demanding airport settings, leading to unnecessary delays and increased operational costs. These factors collectively pressed the airline to seek a robust alternative that could drive efficiency and reliability in their operational processes.

The airline needed a technological solution that could work seamlessly in the harsh environments typical of airport operations, including extreme weather conditions, drops to the tarmac, and constant dust and dirt exposure.

SOLUTION

After thorough evaluation, the airline selected Honeywell’s CT47 mobile computers to revamp its operational landscape. Deploying an estimated 20,000 CT47 units, these mobile computers were specifically chosen for their durability against the rigors of busy airport environments.

The CT47 mobile computer is built on the durable, stable, and secure Mobility Edge™ platform and enhanced with the Qualcomm® QCM 6490 for high performance. It’s reliable

with 5G/Wi-Fi 6E connectivity and durable, boasting an ultra-rugged design, long-lasting battery, and robust protection against the elements. It’s an ideal solution for fast-paced, rugged environments where you need to scan multiple points of data accurately, keep your data connected and secured, and have reliable communication between workers.

Moreover, the introduction of Honeywell’s Operational Intelligence was a transformative addition. This powerful software tool empowered the airline to comprehensively manage the battery health of each device, ensuring minimal downtime and continuous operation. The feature of real-time device location tracking facilitated the efficient allocation and retrieval of devices across extensive airport landscapes. Automated collection and reporting of device data optimized operational efficiency, enabling proactive management and swift resolution of potential issues.

RESULTS

The integration of CT47 mobile computers, coupled with Operational Intelligence, resulted in several notable outcomes for the airline. It significantly enhanced device uptime, minimizing interruptions due to device failure. Productivity among baggage handlers increased due to the reliability and ease of use of the new equipment. The airline observed marked improvements in operational throughput, reducing baggage mishandling incidents and improving baggage-handling response time.

CONCLUSION

With real-time insights into device performance and usage, airports could optimize resource allocation, cut down redundant processes, and enhance the overall efficiency of ground operations. The intuitive data reporting system allowed operational managers to make informed decisions swiftly, leading to a boost in service excellence.



[FLEET M&I](#)[MARITIME](#)[OIL, GAS, CHEMICAL](#)[FREIGHT FORWARDING](#)[3PL](#)[PARCEL](#)[POSTAL](#)[ECOMMERCE](#)[AIRLINES](#)[COLD STORAGE](#)

OPTIMIZING COLD STORAGE WORKFLOWS WITH HONEYWELL SOLUTIONS

COMPANY OVERVIEW

A globally recognized temperature-controlled warehousing and transportation company has emerged as a leader in modern commercialized cold-storage solutions. With over 200 temperature-controlled warehouses around the world, this company offers more than 1 billion cubic feet of storage dedicated to perishable goods. Its services extend beyond typical warehousing and distribution; they include value-added services like blast freezing, pick and pack, labeling, repacking, kitting, staging, cross-docking, sloughing, tempering, as well as light assembly and food processing.



CHALLENGE: NAVIGATING A HARSH ENVIRONMENT

Operating in a cold-storage environment poses unique challenges due to the extreme temperatures that can adversely affect technology performance. The company faced several hurdles, including:

The need to replace aged devices from multiple vendors that were unreliable in the cold conditions.

Overcoming internal hesitations regarding the investment in new technology, compounded by budgetary constraints and pricing expectations.

An urgent need for improved efficiencies to keep up with the rapid pace of perishable inventory turnover

HONEYWELL SOLUTION: A TAILORED APPROACH

To address these challenges, the company partnered with Honeywell Productivity Solutions and Services. The collaboration focused on developing a tailored solution suite explicitly designed to optimize workflows within the harsh cold-storage environment while maintaining high technological performance.

1. Customized Solution Suite: Honeywell worked closely with the company to design a suite of products that could withstand the rigors of a cold storage facility. Their understanding of the specific needs of the customer allowed for tailored

solutions that better fit operational requirements.

2. Device Deployment: The solution included the deployment of Honeywell's advanced devices that surpassed the performance of competitive options. Notable devices included:

- 3,500 VM1A mobile computers for robust data capture.
- 1,900 CK65 handheld computers for mobility.
- 1,800 Granit XLR rugged scanners for scanning efficiency.
- 200 RP4 portable printers to enhance on-site printing capabilities.
- 1,600 voice devices to facilitate hands-free, eyes-up operations.

3. Managed Mobility Services: The company benefited from Honeywell's Managed Mobility Services, which streamlined the management and support of their deployed device fleet. This service provided continuous updates, maintenance, and technical support, significantly improving device lifespan and effectiveness.

4. Advocacy by Internal Champions: Through internal advocacy from key stakeholders within the cold-storage company, concerns about refreshing their device fleet were effectively addressed. This alliance with Honeywell ensured that the transition was communicated transparently and convincingly to all members of the organization.

RESULTS AND BENEFITS

The collaboration with Honeywell produced significant improvements for the cold-storage company:

- **Enhanced Operational Efficiency:** The bespoke suite of Honeywell solutions has allowed for higher productivity and a smoother workflow, ensuring that the company can better manage the rapid inventory turnover of perishable goods while minimizing errors.
- **Reduced Downtime:** The ruggedness of Honeywell devices, designed specifically for extreme cold, has led to a notable reduction in downtime caused by equipment failure, ultimately improving service levels.
- **Cost Efficiency:** Despite initial hesitations about the investment in new devices, the long-term support and low total cost of ownership associated with Honeywell's Managed Mobility Services have provided financial savings and operational reassurance.
- **Future-Proofing:** The implementation of a versatile solution suite positions the company well for future technological advancements and scaling opportunities, ensuring continued growth and adaptation in a competitive market.



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