



1

HONEYWELL HISTORY LEADING VOICE AUTOMATION

Honeywell Directed Work purpose-built solution for Voice Automation of Workflows.

Honeywell uniquely integrates universal productivity solutions

1987 1990 2001 2010 2012 2018 2024 2025

GWS provides a feature packed solution built on a future-forward platform designed for advanced feature integration.

DWS to GWS Migration begins so customers can take advantage of advanced features and converged offerings.

Continual Increase In Value

2

INTEGRATION OF SOLUTIONS ON ONE PLATFORM CREATE SYNERGIES

CONVERGING SOLUTIONS STREAMLINES OPERATIONS, IMPROVES DATA MANAGEMENT, AND INCREASES AGILITY

Voice Solutions
Drive workflow productivity with voice

Workforce Intelligence
Workflow insights and automations and task management

SwiftDecoder
Multi-modal advanced data capture

Smart Talk
Unified communications across all devices



Operational Intelligence
Asset insights for devices using GWS

Current and Roadmap Convergence Features

Commercial Convergence

- Voice Guided Work Professional and Enterprise include Voice Guided Work, Operational Intelligence, P+ for GWS workflow insights, Workforce Intelligence (incidents, tasks, and BI).

P+ for GWS

- Pre-packaged Guided Work workflow insights and customizable universal business intelligence dashboards, powered by Performance+.

SwiftDecoder for GWS

- Pre-built integration of SwiftDecoder AR, SwiftFind, and OCR within the GWS application.

Unified Communications

- Smart Talk communications can be seamlessly initiated, received, and automated within applications including GWS, Op Intel, WFI, and SwiftDecoder.

WFI Smart Tasks

- Automated and integrated WFI Smart Task creation from within applications including Op Intel, Smart Talk, GWS, and SwiftDecoder.

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3

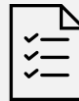
GWS MIGRATION – MOVE TO THE FUTURE

BENEFIT NOW



Migrate at your own pace. Receive GWS benefits now with your existing hardware and software. Receive more GWS benefits when using newer hardware and GWS add on software.

DISCOUNTED MIGRATION SKUS



Take advantage of discounted migration SKUs exclusively for existing DWS sites, ease ordering and migration management.

PROFESSIONAL SERVICES ENGINEERING



Once ready to migrate workflows, utilize the GWS Migration Program for Honeywell Professional Services to reduce effort and timelines for DWS to GWS workflow migration.

*Check AIDC site for Android version compatibility

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4

GWS MIGRATION PROGRAM OVERVIEW

Innovation and growth require **focused development** on a **future forward** platform. **GWS is the future** of Honeywell Voice Guided Work applications. **Now is the time to migrate** from our Directed Work legacy systems and **get on the path of the future**.

PROGRAM DETAILS



COMMERCIAL AND HW+SW MIGRATION SEPARATION

Begin migration now, taking advantage of new integrated features with your existing DWS workflow software.

Migrate workflows now or later.



DISCOUNTED MIGRATION EXCLUSIVE SKUs

SKUs exclusively discounted for site migration and then expansion.

Migration SKUs setup for ease of ordering and customer migration management.



PROFESSIONAL SERVICES ENGINEERING

Utilize Professional Services to reduce effort and timelines for DWS to GWS workflow migration.

WHY MIGRATE?



GWS BENEFITS COMPARED TO DWS

GWS offers many benefits over the current DWS offering.

- ✓ Universally host and device compatible
- ✓ Insights & Analytics
- ✓ Cloud options
- ✓ Enhanced security
- ✓ Ease of support and maintenance



DWS Core SUPPORT ONLY – NO NEW FEATURES

DWS will have Core support only through end-of-life cycle. All new features or enhancements will be added to GWS.



DWS IN LATE STAGE OF PRODUCT LIFECYCLE

An end of sale date has not yet been announced. When announced, we plan to provide a 3-year period between announcement and End of Support.



PRICE INCREASES PLANNED

DWS support and GWS Migration prices will increase. Now is the time to lock in the lowest prices available.

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GWS INSIGHTS & AUTOMATION

KEY FEATURES



ADVANCED LOG ANALYSIS

Troubleshooting made easy – allowing customer to review and correct issues



PRODUCTIVITY & EFFICIENCY ANALYTICS

Monitor productivity across your deployment and identify areas for improvement



IMPACT INSIGHTS

Leverage workflow and sensor data for deep analytics to drive improvements

Network, travel / idle, recognition, etc.



AUTOMATION

Rerouting workers, retraining templates, adjusting microphones

BENEFITS*



UP TO 10% BOOST IN PRODUCTIVITY



UP TO 25% REDUCED COST TO SUPPORT



UP TO 10% - 25% REDUCED TRAVEL & IDLE TIME



UP TO 10% REDUCED ERRORS

* Estimates undergoing customer validation

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MIGRATING TO GUIDED WORK SOLUTIONS WHAT'S IN IT FOR YOU

Our **customers are at the center** of everything we do. Their **challenging environments** and **dynamic needs** drive our product evolution. Innovation and growth require **focused development** on a **future forward platform**. **GWS is the future** of Honeywell Voice Guided Work applications. **Now is the time to migrate** from Directed Work legacy systems, receive benefits now and get on the path of the future.



EASIER TO MAINTAIN

- More easily make workflow modifications and rapidly deploy changes.
- Modifiable Out-of-the-Box workflows
- Low code rapid deployment and mods
- Easy host integrations with many formats
- No middleware required



CLOUD OPTIONS

- Lower TCO while delivering optimized performance with load balancing, redundancy, back-up & failover, and seamless SSO integration with other Honeywell products. On prem, cloud, and hybrid options.



INSIGHT ANALYTICS

- Speech Recognition
- Workflow
- Hardware – drops, app utilization, network
- Productivity
- Time Allocation
- Infrastructure Health
- Location Insights
- Anomaly Detection
- Rules Automation



ENHANCED SECURITY

- Provides best available security
- Compliance with stringent cyber security policies



MIGRATION FLEXIBILITY

- Immediate benefits while transitioning at your own pace
- GWS migration includes DWS components and support
- Simply a SKU change
- On prem, cloud, hybrid



LONGEVITY

- Future-forward platform designed to support long term deployments and new technology such as:
 - Virtual Assistant
 - Augmented Reality
 - Vision

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OPTIMAL PATH FOR SWITCHING TO GWS



Get the benefits of Guided Work today!

* Upgrade to A700X or Android is required for VoiceConsole Cloud and Op Intel. Not required for Log Analyzer.

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ENSURE GWS PRE-REQUISITES ARE MET

Component	Min Requirements
Device Hardware*	Talkman: <ul style="list-style-type: none"> A700x Android (Minimum Specifications): <ul style="list-style-type: none"> Processor: Qualcomm Snapdragon 410 MSM8916 1.2 GHz quad-core Memory: 2GB RAM Storage: 8GB/16GB Flash WLAN: IEEE 802.11 a/b/g/n radio Bluetooth: Bluetooth Class 4.0, Bluetooth HFP (Hands-Free Profile) version 1.6 Operating System: Android N (7.x)
Voice Software	Talkman: <ul style="list-style-type: none"> VoiceCatalyst 4.5 or greater
Device/User Management Platform	VoiceConsole 5.5 or greater (6.x recommended)

<https://help.honeywellaidc.com>

* Upgrade to A700X or Android is required for VoiceConsole Cloud and Op Intel. Not required for Log Analyzer.

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9

GWS OFFERING TIERS

	GWS Core	GWS Professional	GWS Enterprise
Voice SW & Licensing	Perpetual + Support OR Subscription	Subscription	Subscription
Deployment Options	On Prem Only	On Prem, Cloud or Hybrid	On Prem, Cloud or Hybrid
Best Available Security	✓	✓	✓
Superior Speech Recognition – Pick Up and Go, 16k KHz sampling	✓	✓	✓
Multimodal – Android, Talkman, other OS, virtually any host or WMS	✓	✓	✓
Plug-in Development Environment + GWS App – Visual Studio .NET template, code samples, universal GWS app	✓	✓	✓
Connector Service – acts as gateway to rapidly deploy changes and support more communication types		✓	✓
Integration Accelerator & Pre-Built Plug-in Solutions – availability to a variety of pre-built solutions and tools for less coding and rapid integration to many hosts, formats, and workflows		✓	✓
Rapid Deployment with Honeywell SaaS – Server hardware, OS / DB setup, installation, upgrades, monitoring, optimization, security patches, performance scaling, load balancing, redundancy, backup & failover		✓	✓
Honeywell SSO Integration – Seamless experience with other SaaS solutions such as Op Intel or WFE		✓	✓
Operational Intelligence Pro for GWS – Deeper hardware insights & analytics and device monitoring features		✓	✓
Operational Intelligence Enterprise for GWS – Automation Engine and APIs for system integrations			✓
Forge Performance+ Pro for GWS – visibility into Voice productivity, efficiency, root cause impacts		✓	✓
Forge Performance+ Workforce Intelligence: Ad hoc Incident & Task execution, management, insights and automations			✓
Voice Work Execution UI (M&I/VoiceCheck and DC/VoiceLink) – Management and visibility to re-organize, group or split work assignments, move workers between work types, set performance goals, etc.			✓
Advanced Licensing & Portal – Online visibility, real-time seats in use, multiple start/stop dates for seasonal or ramp up	Local Licensing Only	Local or Cloud Licensing	Local or Cloud Licensing
ROADMAP			
Offline Mode – Core operational functionality for field services and limited network work areas	✓	✓	✓
Cloud Speech Services – Transcription Server and other advanced speech features	Limited	✓	✓
Voice SW Library – Notifications of latest SW versions connected to management SW	✓	✓	✓
Supervisor Mobile App – Tool for operational management to support workers with training or handling problems in real time across solution (requires GWS App)		✓	✓
Automation & Generative AI Chat – insights, gamification, troubleshooting using AI powered automated solutions with workflow and sensor data			✓

NOTE: Some features may only be available via cloud and/or enabled as GWS software gets future updates

Roadmap subject to change

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10

10

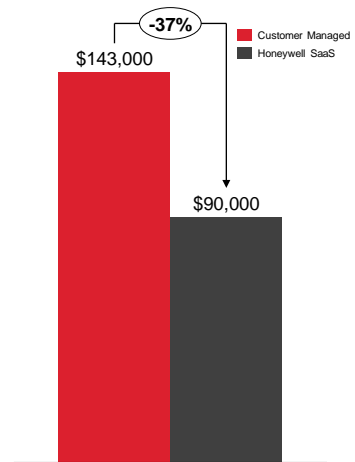
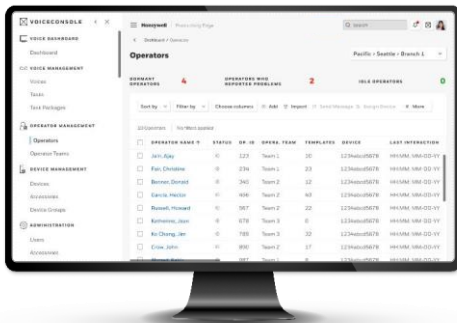
UNLOCKING VALUE WITH A GUIDED WORK LICENSE

Supported Configurations		Log Analyzer	VoiceConsole 6.x On-Premise	VoiceConsole Cloud SaaS Deployment	Operational Intelligence Asset Management	Performance+ Workflow Insights & Analytics	Workflow Plug-in Library	VoiceLink / VoiceCheck	Performance+ Incident Reporting & Response	Performance+ On-Demand Task Management
GWS License		CORE			PRO			ENTERPRISE		
DIRECTED WORK	Hardware Legacy Hardware	●	●					●		
	App Software DWS App									
GUIDED WORK	Hardware A700x Series	●	●	●	●			●		
	App Software DWS App									
	Hardware Android / A700x Series	●	●	●	●			●	●	●
	App Software DevKit App									
	Hardware Android / A700x Series	●	●	●	●	●	●	●	●	●
	App Software GWS CONNECTOR									

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11

VOICECONSOLE® SaaS



Reduce Total Cost of Ownership of:

- Server Hardware
- Cloud Hosting Fees
- SW Management, Licenses, & Maintenance for OS, DB, Application
- IT Staff & Training for Proprietary Solution
- Improved remote troubleshooting

Existing Customer
Example: 3 year @ 400 license*

*Estimate based on real quote from MS Azure using same infrastructure as VoiceConsole Cloud 6.0.1

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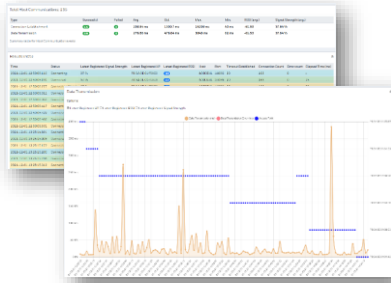
12

12

LOG ANALYSIS

Host Latency

Analyze the delay between device and host system.



Host	Device	Network	App	App Version	App Category	App Size	App Version
1	100-100000	100000	100000	1.0.0	100000	100000	1.0.0
2	100-100000	100000	100000	1.0.0	100000	100000	1.0.0
3	100-100000	100000	100000	1.0.0	100000	100000	1.0.0
4	100-100000	100000	100000	1.0.0	100000	100000	1.0.0
5	100-100000	100000	100000	1.0.0	100000	100000	1.0.0
6	100-100000	100000	100000	1.0.0	100000	100000	1.0.0
7	100-100000	100000	100000	1.0.0	100000	100000	1.0.0
8	100-100000	100000	100000	1.0.0	100000	100000	1.0.0
9	100-100000	100000	100000	1.0.0	100000	100000	1.0.0
10	100-100000	100000	100000	1.0.0	100000	100000	1.0.0

Dialog

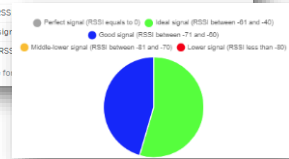
Immediate identification of dialog issues and word usage.

Signal & Roaming

Analysis of signal strength and roaming to help troubleshoot network problem areas.



Description	Value	%
Roaming Events	74	-
Associations	74	-
Co-Channel Interferences	0	-
Avg. RSSI	-58.36	-
Not Available	0	0 %
Perfect signal (RSSI equals to 0)	0	0 %
Ideal signal (RSSI between -61 and -40)	40	54 %



Network Summary

Summarizes the events and general performance of the device during the log.

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ASSET AND INFRASTRUCTURE – OP INTEL

Batteries

- Alert users with custom device notifications to batteries that will disrupt their shift before they start work.
- Monitor and analyze battery usage optimizing overall device battery performance.

Infrastructure

- Optimize the IT infrastructure supporting your assets.
- Leverage APIs to integrate device data into your enterprise dashboards, allowing for customized views.

Anomaly Detection

- Enhance operational efficiency by automatically identifying and addressing performance deviations with Batteries.

Accountability & Lost Devices

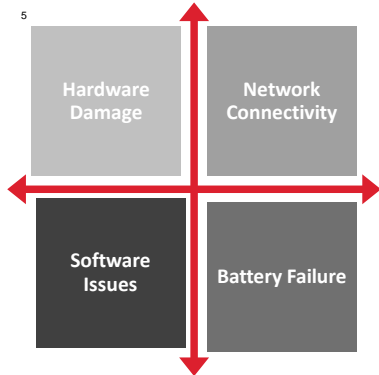
- Quickly recover lost or misplaced devices using our Device Finder app.
- Ensure asset accountability and reduce losses by efficiently managing device inventory using Op Intel and Check In/Out app.

See Operational Intelligence User Guide for additional details on current differences between Talkman and Android Op Intel features

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OPERATIONAL INTELLIGENCE FOR VOICE

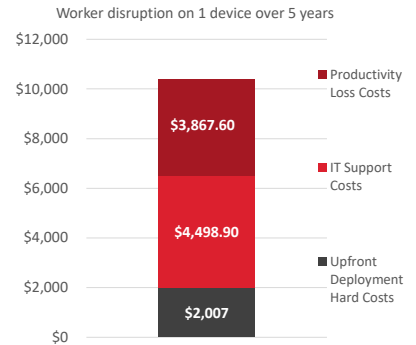
Leading disruptions for frontline workers



Impact of this disruption

- **60-110 mins lost** in mobile worker productivity **per issue**¹
- **40-60mins** of IT Support **per issue**²
- Batteries fail to support a shift **75% of the time**³
- **23% of device failures** are reported as no fault found⁴

Impact of these issues over 5 years/device



^{1,5} TCO Models for LOB Mobile Solutions, VDC Research

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WORKFLOW INSIGHTS – P+ for GWS

Gain a clear view of key factors impacting efficiency. From maximizing work time to minimizing downtime caused by network issues and technical challenges, we provide comprehensive insights that empower you to optimize operations.



DASHBOARDS

Dashboard	Description
Worker Performance	Monitor worker productivity for sites, work types, and individuals.
Worker Overview	Comprehensive snapshot of active workers and activity.
Worker Profile Drilldown	Individual worker scorecard and task history.
Idle Time Drilldown	Breakdown of idle time by site, work type, and individual.

INSIGHTS & ANALYTICS

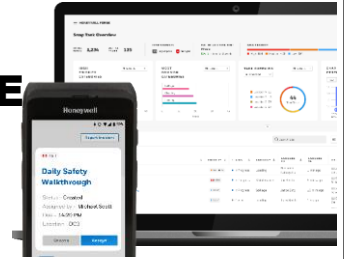
Dashboard	Description
Efficiency Overview	Gain a comprehensive view of your operational efficiency
Operator Performance	Summarize and access individual operator performance
Time Allocation	Understand how operators time is spent on shift
Network Delay	Identify root causes and quantify the impact of network delays
Command Words	Evaluate the accuracy and efficiency of speech recognition commands

Requires HON Prebuilt GWS App and Plugins

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WORKFORCE MANAGEMENT AND INSIGHTS – WORKFORCE INTELLIGENCE

Empowering your operations with real-time data, efficient workflows, and comprehensive analytics to drive performance, safety, and compliance.



Feature	Description	Benefits
Incident Response	Use pre-defined templates to report and manage incidents in real-time from mobile and web	<ul style="list-style-type: none"> • Quick issue resolution • Enhance safety & compliance • Reduce operational risks
Mobile Task Management	Transform paper-based tasks into digital, integrated workflows	<ul style="list-style-type: none"> • Optimize task allocation across teams • Ensures accuracy and efficiency in execution
Insights & Analytics	Combines diverse data sources with task and incident activity for a comprehensive view of operations	<ul style="list-style-type: none"> • Offers extensive insights beyond traditional WMS and LMS information • Directs focused development and process refinement
Automation	Leverage APIs to automate task and incident workflow creation and assignment	<ul style="list-style-type: none"> • Streamlines standard operating procedures • Enhances scalability and flexibility

Currently available for Android

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17

17

CALL TO ACTION

Renew expiring DWS Support with GWS Migration SKUs, ideally with Professional or Enterprise.

Schedule migration program deeper dive with your Voice Account Manager.
 Select and deploy new GWS components at your own pace.



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18

18