



HONEYWELL ENTERPRISE MOBILITY

Honeywell Enterprise Mobility is a Managed Mobility Service (MMS) provider that delivers a full array of managed services for you and your mobile devices.

Honeywell

MANAGING MOBILITY FOR YOUR ENTERPRISE

Since 2006, Honeywell Enterprise Mobility (HEM) has been one of the first companies solely focused on managing mobility for the enterprise

In today's world, mobility devices are the lifeblood of business. No matter where they are deployed – on a busy airport tarmac, in a demanding warehouse environment, or weathering the elements outdoors – you need them to work.

Even more so, you need to protect those devices so your team stays online and on schedule. Honeywell Enterprise Management provides end-to-end coverage for your deployed solution, regardless of what operating system it runs, whether it's rugged or enterprise use, or what brand is on the back. If you've got it, we cover it.¹

WHAT'S ALL INCLUDED?

The HEM team is committed and passionate about driving productivity and efficiency for our customers, while placing total focus on quality and customer experience.

Our comprehensive services begin before we touch a device, with consultative offerings. From there, our services support your devices throughout their lifecycle with deployments, device maintenance options, and eventual device retirements.

End-to-end support throughout the entire journey!



DEPLOYMENTS

Honeywell deployments provide an exceptional out-of-box experience through kitting, staging, and the pre-configuration of settings and apps customized to your preferences, ensuring each device is available to use the moment it arrives. Most importantly, our deployment capabilities grow as you grow. Scalability is in our DNA, as we complete deployments of several hundred devices to tens of thousands regularly.



Selected and certified for security and data protection by more than 100 organizations.

4 MILLION

Devices under management



24x7x365 Help Desk support

250,000+

Help Desk tickets served in 2023



HEM is the only MMS provider recognized by Gartner's Magic Quadrant and is also Android Enterprise Recommended.

1. * HEM supports most major device brands and software versions.



HELP DESK

Honeywell's best-in-class help desk provides:

- 24x7x365 days a year support in multiple languages.
- Guaranteed coverage for customer specific applications, content, and workflows, that goes beyond basic troubleshooting.
- Multi-tier support system saving you valuable time and resources.
- Experienced help desk agents who deliver the assistance you need quickly and accurately.

MDM SUPPORT

Utilize one of Honeywell's Mobile Device Management (MDM) Solutions to handle the lion's share of configuration and management. Android Enterprise Recommended devices and the Mobility Edge™ platform, provide unmatched security and lifecycle duration for all your devices.

Honeywell's MDM support options enable updates to software and security, and changes to your device settings and applications, allowing you to manage your devices remotely from a centralized location.

SPARE POOL MANAGEMENT

The Spare Pool Management program is the key to maximizing your return on investment (ROI) and employee productivity. All returned devices are triaged, inspected (visually and functionally), and cleaned before being returned to inventory, warranty, placed in out-of-warranty repair, or recycled.

With Honeywell's Spare Pool Management program, you're ensuring business operations are maintained, while limiting losses caused by a defective device, including:

- Lost Revenue
- Lost Data
- Lost Customer Engagements
- Decreased Productivity

TELECOM EXPENSE MANAGEMENT (TEM)

With Honeywell, you'll gain access to a front-end portal experience that makes the ordering process fast, familiar, and hassle free, while connecting seamlessly to our back-end fulfillment system.

Honeywell offers a one-two punch by presenting mobile product and service information online in an easy-to-navigate, straight-forward way, while also making transactions

effortless. By automating the approval workflow so end users can simply buy with the push of a button instead of chasing signatures, our Telecom Expense Management (TEM) service can help save you time and money.

Our experts provide cost transparency and recommendations on how and where you can save, delivering total line of sight into every step of the purchase process. Process invoices quickly, accurately, and securely with TEM. Take advantage of our proven workflows, security, detailed analysis, and world-wide support to ensure your requests are honored and performed properly every time.

HEM COMMITMENT

The HEM team is committed and passionate about driving productivity and efficiency for our customers, while placing total focus on quality and customer experience.

HEM CAPABILITIES

24x7x365 Customer-branded	Call receipt via IVR or dedicated phone number
Tier 0-3 support	MDM Support
Hardware/Connectivity Support	Activity Reporting
Software/OS Support	World-class SLAs
Customer Application/Workflow & Content Support	Multi-lingual service

HONEYWELL ENTERPRISE MOBILITY DELIVERS END-TO-END SERVICE OFFERINGS THROUGHOUT THE LIFE OF YOUR DEVICES, ENSURING YOU HAVE WHAT YOU NEED, WHEN YOU NEED IT.

For more information

automation.honeywell.com

**Honeywell Safety and
Productivity Solutions**

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