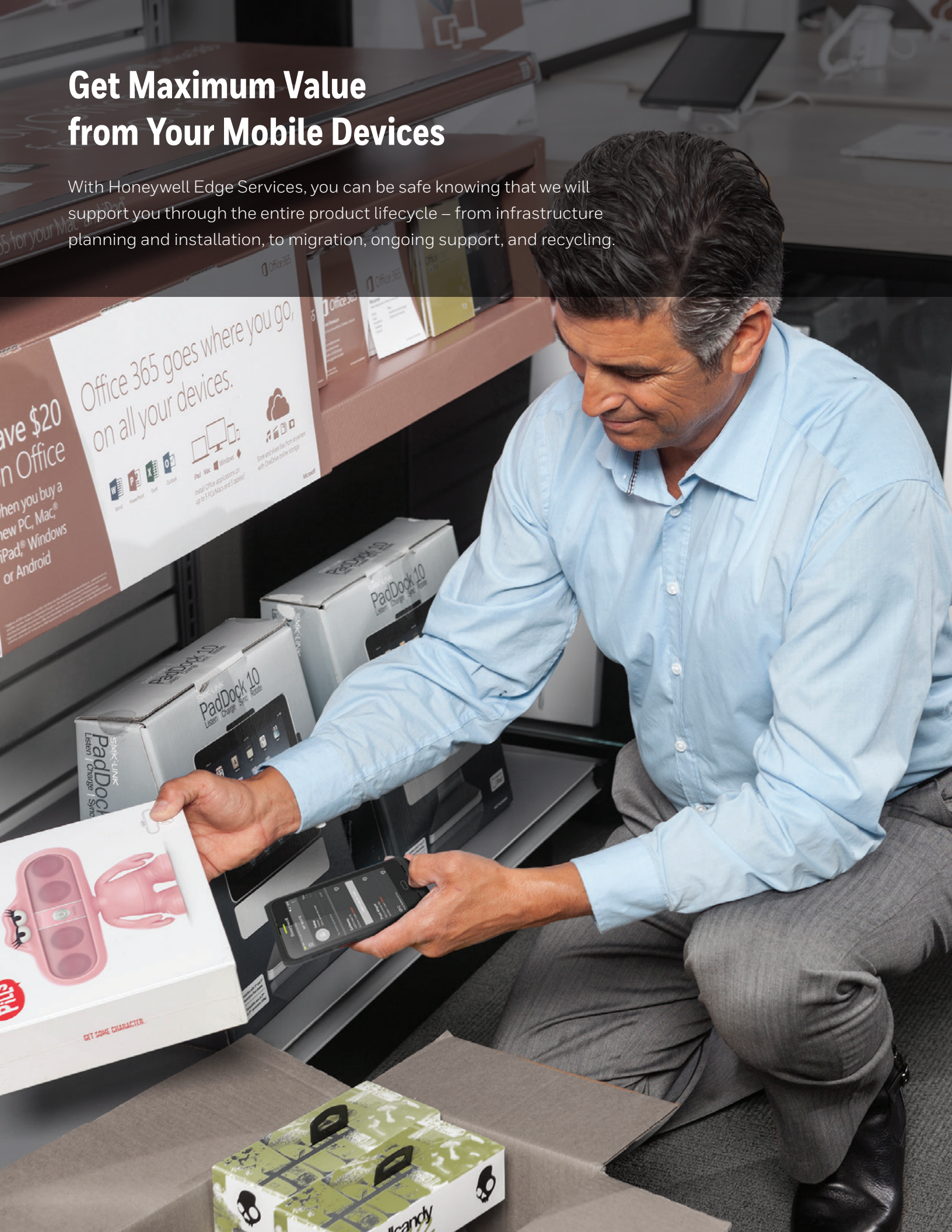# Honeywell

Honeywell Edge Services

Mobile Device Support from A to Z

Get Maximum Value
from Your Mobile Devices

With Honeywell Edge Services, you can be safe knowing that we will support you through the entire product lifecycle — from infrastructure planning and installation, to migration, ongoing support, and recycling.

With such a span of offerings, it can be difficult to choose the elements that are critical to your business. To simplify this, Honeywell Edge Services are available in different bundled options to suit your requirements.

Our Platinum Deployment package provides protection at every level, including access to a project management resource, network certification, staging, kitting, deployment, tracking, and access to our award-winning Helpdesk.

To complement this, we also offer the Platinum Support package that fully covers your devices for any eventuality and includes battery replacement (for mobile devices) or printhead replacement (for printers), Operational Intelligence, Repair Management with Triage, and Advanced Unity Exchange.

At every stage, Honeywell Edge Services give you the confidence of having leading-class technologies combined with service and support plans that are designed to keep you operational for longer.

Acquisition

Honeywell Edge Services include services to make the selection process easy, while ensuring that your organization is ready to deploy the devices.

Device Selection

To minimize disruptions to your business and make the most of your existing investments, our project management team will analyze your company's infrastructure and processes with your specific mobility goals in mind.

Our mobility consultants can help you understand and navigate the most important mobility issues facing your organization.

Infrastructure Planning

Honeywell system engineers lay the foundation of a successful AIDC implementation or refresh by bringing reliable signal strength, network coverage, connectivity, and future scalability to your industrial distribution center, plant, or campus.

Our system engineers will match your device types, channels, sensitivity, transmit power, range, and network coverage, so you get optimized AIDC system performance in even the most challenging industrial environments.

Continuity Services

Designed to provide hardware that allows customers to manage peak seasons, technology refreshes, and disposal of their obsolete technology.

We can refurbish the equipment you already own to extend its life until software development is complete, and your new equipment is deployed and adopted by operations.

And we can supplement current mobile devices to support peak seasons by providing additional devices when your business needs them the most.

Tighter budgets and the increasing pace of modern business have put pressure on IT organizations to accelerate company-wide technology deployments.

Setup and Deployment

Honeywell Edge Services can provide full managed deployment services for all Android™ or Apple® iOS devices including:

- Project management of up to 40 hours to ensure the project is defined in a Statement of Work.

- Device preparation checks to make sure all the systems on your device are functioning properly.

- Installation of the asset tags and provisioning of a comprehensive report of all assets.

- Configuration of each device to your specification.

- Installation and test applications to ensure that the device is ready when it arrives at your location.

- Ensure that each device is activated on your preferred carrier(s).

- Our team will improve the durability of your device by installing screen protectors.

- Honeywell will kit the device with its accessories and provide instructions on how to complete the device setup and activation.

- Honeywell will document and report all IMEA numbers, so your team can activate the devices with your preferred carrier with minimal effort.

Onsite Installation

Honeywell will ensure that your mobile AIDC technology is installed correctly by configuring the devices, installing all your RFID and wireless network devices and cabling, and performing an application load and test. Or if you prefer, we'll make configuration and programming recommendations to your network administrator.

Track and Monitor

Honeywell services allow you to reduce costs, manage multiple vendors' return processes, and gain insight into all your Android and iOS devices.

Asset Monitoring

Our team will manage your MDM software to reduce the risk of emerging security threats and will stay up to date on the rapid pace of innovation in the mobility market.

Telephone Expense Management

Standardize mobility deployments across multiple geographies, making it easier to identify areas for savings while enabling more robust policy enforcement.

Maintain and Optimize

Our MDM Administration Service, Sentinel Service, and our optional add-on services combined with our years of experience allow us to keep your printers, scanners, and mobile devices maintained and operating at their best.

Software Management

- MDM Administration: Protect your devices from emerging security threats by using your choice of MDM software to push out security updates.

- Sentinel Service: Keep Honeywell-branded devices using legacy Android secure from emerging security threats two years after Google stops providing patches and enhancements.

- Scheduled Preventative Maintenance: Make sure your Honeywell printer is performing at its peak. Edge Services allow you to schedule up to three onsite visits a year.

- Battery Replacement: Schedule your battery replacements for your mobile computer or mobile printer up to six months in advance.

Support Services

Our full-service offering includes best-in-class support contracts, help-desk service, and technical support – everything you will need to keep your operations running at full capacity.

Platinum Contract

The Edge Services Platinum Support contract is the only total support contract in the industry today offering 2-Day Depot Repairs or Spare Pool Management with 3- or 5-year contracts, and includes:

- Repair or replacement of damaged components

- Replacement devices should a device be damaged beyond repair

- Accessory replacement service

- Battery replacement service

- Operational Intelligence licenses

- Printer consumables management

- Spare pool management

- Technical support

Gold Contract

The most flexible contract in the industry. The Edge Services Gold Support contract allows you to select the right coverage for your organization, and includes 5-Day Depot Repairs, 48-hour onsite response time, and:

- Repair or replacement of damaged components

- Flexibility to add any Add-On Service

Edge Services will maintain, optimize, monitor, and support an increasingly diverse mix of devices with different operating systems, and are supported by major carriers.

Add-On Services

Accessory Replacement Service

Provides replacement chargers, docks, charging cables, or scan handles should they be damaged or stop working.

Battery Replacement Service

Provides replacement batteries every 18 months after purchase.

Cutter Replacement Service

Delivers replacement cutters should the cutters of the device stop working.

Image Management Service

Ensures that when a device returns from being repaired, it has all the proper applications loaded back on the device.

Onsite Printer Service

24-hour response time on Platinum Support contracts and 48-hour response time on Gold Support contracts.

Preventative Maintenance

Schedule up to three visits a year to ensure your printer is performing at its maximum capacity.

Printhead Replacement Service

Provides replacement printheads every 18 months after purchase of the printer.

Sentinel Service

Security patches and minor enhancements to legacy Android operating systems.

Spare Pool Management

Manages every aspect of your spare pool.

Help Desk

Keep your workforce mobilized with on-demand support. Providing a great mobility experience means delivering responsive support whenever your remote workers need it most.

Help Desk contracts are available in 2-, 3-, and 5-year increments to provide multilingual support 24 x 7, 365 days a year.

Technical Support

Our comprehensive web-based and telephone technical support services are here to help you quickly resolve Honeywell product and system configuration issues.

HONEYWELL OPERATIONAL INTELLIGENCE

Is the challenge of managing your entire mobile fleet overwhelming? Honeywell Operational Intelligence makes it easy by providing a manufacturer-agnostic operational-asset lifecycle and analytics solution for RMA (return merchandise authorization) that systematically tracks, manages, and optimizes all your IT assets, across all your locations, throughout the lifecycle. You always know where your devices are with Honeywell Operational Intelligence.

For more information

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