OPERATIONAL INTELLIGENCE

One Platform to Monitor Valuable IT Assets

Customer Solution Brief

Operational Intelligence now includes new health crisis response, advanced device control and alert capability.
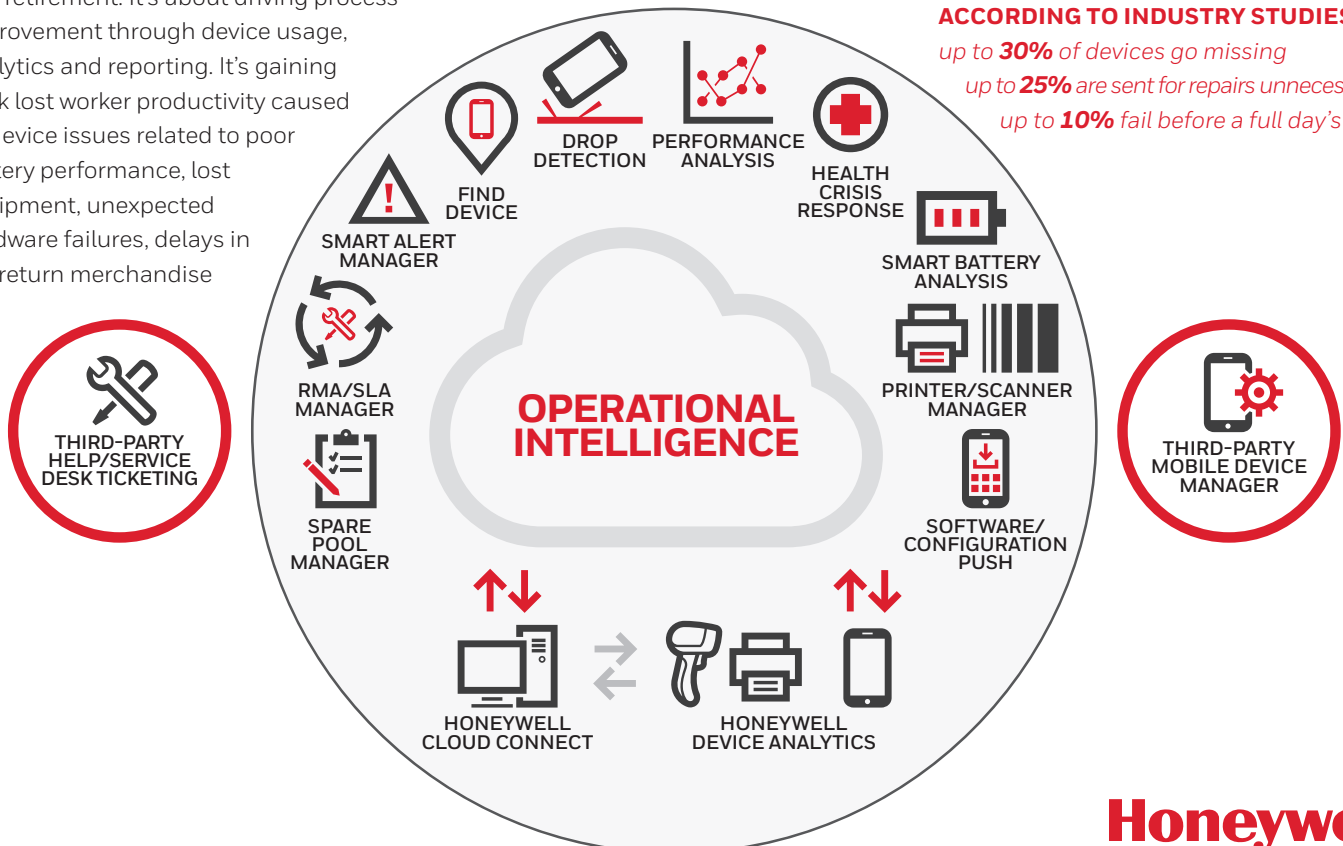
OVERVIEW

Effective operational IT asset management and optimization can save your organization millions of dollars. It's rethinking how devices are used and move through the lifecycle of procurement, deployment and retirement. It's about driving process improvement through device usage, analytics and reporting. It's gaining back lost worker productivity caused by device issues related to poor battery performance, lost equipment, unexpected hardware failures, delays in the return merchandise

authorization (RMA) process and an inability to properly manage software updates.

Operational Intelligence is a centralized, cloud-based platform to manage the complete lifecycle, operational

visibility and performance information of assets, people and tasks. It bridges the productivity gap commonly missed by asset management or mobile device management solutions.

ACCORDING TO INDUSTRY STUDIES:
*up to **30%** of devices go missing*
*up to **25%** are sent for repairs unnecessarily*
*up to **10%** fail before a full day's shift*

THIRD-PARTY HELP/SERVICE DESK TICKETING

FIND DEVICE

DROP DETECTION

PERFORMANCE ANALYSIS

HEALTH CRISIS RESPONSE

SMART ALERT MANAGER

SMART BATTERY ANALYSIS

RMA/SLA MANAGER

PRINTER/SCANNER MANAGER

SPARE POOL MANAGER

OPERATIONAL INTELLIGENCE

SOFTWARE/ CONFIGURATION PUSH

HONEYWELL CLOUD CONNECT

HONEYWELL DEVICE ANALYTICS

THIRD-PARTY MOBILE DEVICE MANAGER

Honeywell

OPERATIONAL INTELLIGENCE OFFERS THREE SOLUTION BUNDLES

SERVICE MANAGEMENT

A vendor-agnostic solution that standardizes, manages and optimizes the process of tracking and servicing your IT assets. Offering highlights include:

STANDARDIZE IT ASSET DATA

All IT assets loaded in a single database by serial number that is accessible via a web interface.

Organizes your equipment list by model, type, location and more.

Keeps track of asset warranty and service contract terms and renewal dates.

OPTIMIZE IT ASSET INVENTORY

Tracks software licenses and version levels of your IT assets.

MANAGE RMAs AND SLAs

Standardizes RMA process to eliminate No Fault Found (NFF) and lost equipment.

"Right-size" your spare pool inventory and "right-place" your IT assets across sites.

PERFORMANCE BASIC

Track, analyze and report on the operational performance of your IT assets. Offering highlights include:

DEVICE PERFORMANCE MONITORING

Automatically collects performance data from Honeywell devices such as mobile computers, printers and barcode scanners.

Detailed device performance analysis dashboard including battery health, scan and print volumes, and device usage levels.

Provides a real-time view of software, firmware and security update versions.

EVENT MONITOR/ ALERT MANAGER

Logs device events such as printer out of media and battery swap.

DEVICE DROP DETECTION

Logs and timestamps all mobile computer drop events.

PRINTER AND SCANNER VISIBILITY

PERFORMANCE PROFESSIONAL

Advanced problem-solving tools built on top of the data provided by the Performance Basic solution offering include:

HEALTH CRISIS RESPONSE

Social Distance and Proximity Detection, **Device Cleaning Manager**, **Asset check-out/check-in** and **Device remote control and system wipe**.

SOFTWARE UPDATES AND REMOTE CONFIGURATION

Push out **new operating system and firmware** updates including **new device configuration files**.

LOST DEVICE RECOVERY

Device Finder quickly finds lost Mobility Edge devices that are on or offline.

BAD BATTERY ELIMINATION

Mobile application **detects and eliminates bad batteries** due for replacement.

OPERATIONAL INTELLIGENCE

Honeywell Operational Intelligence is the sum total of what our customers told us they needed for a robust solution to manage the operational lifecycle of their mobile device fleets productivity.

OFFERING AT-A-GLANCE

BASIC

- Core Device Metrics
- Battery Health
- Software and Device Usage
- Drop Detect and Event Logging

PROFESSIONAL

- Core Device Metrics
- Battery Health
- Software and Device Usage
- Drop Detect and Event Logging
- Bad Battery Elimination
- Software Updates
- Configurable Alerts
- Automatic Site Update by Device
- Indoor Locationing/Device Finder

NEW HEALTH CRISIS RESPONSE FEATURES:

- Customer Counter
- Remote Control and Device System Wipe
- Device Cleaning Manager
- Asset Check-out/Check-in
- Social Distance and Proximity Detection

SERVICE MANAGEMENT

- Repair Depot Integrations
- SLAs/Contract Renewals/NFF
- Spare Pool Management
- No Fault Found

To learn more about how Operational Intelligence can help you get the most out of your IT assets and help your employees return to work, contact us today for a demo:

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