

# WHEN BUILDINGS PERFORM SO DO BOTTOM LINES

Help your building operations reach  
their full potential – with Honeywell

Honeywell Building Performance Services.

**Honeywell**

# HONEYWELL BUILDING PERFORMANCE SERVICES

It's time for building management and maintenance to get proactive. An approach not limited by "standard" operating hours or on-call staff. Let's break the cycle of reactive troubleshooting to create better visibility for building maintenance with one-click reporting and optimized equipment lifecycles.

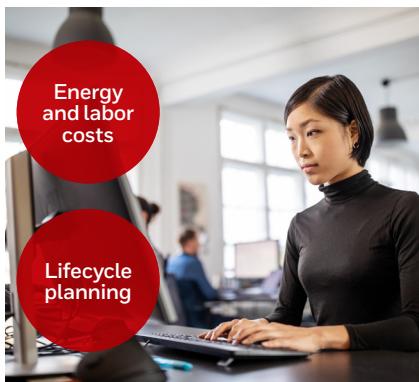
In short, it's time for a plan to improve safety, compliance, and occupant experiences – and help your building reach its full potential.

## WE KNOW YOUR BUILDING

Your results are our commitment: Whether you need essential maintenance and training, or full-service monitoring and lifecycle management, we're here to help your building – and your business – meet your goals.

### MORE EFFICIENT

Lower costs



#### Save energy

Reduce energy use with site management and Honeywell Forge Energy Optimization software\*

#### Remote service capabilities

Our service experts can fix up to 40% of issues more quickly without dispatching a tech – and can remotely assess the rest to increase first-time fixes for on-site techs

#### Optimize equipment lifecycles

Maximize your return on investment by keeping systems operational and cost-effective

#### Rely on expert capabilities

Leverage our robust training or our highly specialized team to get the most from your building

### MORE RESILIENT

Reduce risks



#### Fixed right the first time

Detailed histories of your site and each asset help drive first-time fixes for on-site visits

#### Cybersecurity

Best-in-class site assessments, protection, and remote monitoring

#### Alarm management

Reduce alarm fatigue and ensure you're responding to the right alarms at the right time

#### Proactive maintenance

Identify, isolate, and act on issues before they result in a system failure

#### Resource planning

Aging workforces represent a risk to continuity; Honeywell can provide specialized resources on demand

### MORE ACCOUNTABLE

Build a stronger reputation



#### Indoor air quality

Improve the well-being, comfort, and productivity of people in your building

#### Safety & security

Track other safety concerns like risky activity and behavior, and get alerts when optimal conditions aren't met

#### Improve productivity

Manage flexible workspaces to foster collaboration and community

#### Compliance management

Ensure regulatory guidelines are met, such as safety requirements or environmental and emissions regulations

\*Results are based on Honeywell "before and after" analysis at selected customer sites and are not necessarily typical. Such analysis compares site performance before deployment of Honeywell solutions to post-deployment performance, without necessarily controlling for other factors that may have affected results. Your results may vary.

# SERVICE THAT ADAPTS TO YOUR NEEDS

Let's talk options: From smart tools to empower your own facility team to remote support and full service, we'll help you design a service contract with the right combination of proactive capabilities, technologies, and expert service.

## CHOOSE YOUR LEVEL OF SERVICE

BUILDING PERFORMANCE SERVICES	FOUNDATIONAL	ADVANCED	ASSURANCE 360
Planned Maintenance Tasking (Calendar Based)	✓	✓	✓
Emergency Response Service	✓	✓	✓
End-User Training	✓	✓	✓
Operational Technology Cyber Monitoring	✓	✓	✓
Operational Technology Cybersecurity Assessment Lite	✓	✓	✓
Honeywell Endpoint Protection	✓	✓	✓
Customer Service Reporting	✓	✓	✓
Incident Readiness and Advisory		✓	✓
Disaster Recovery		✓	✓
Maintenance Alarm Management	optional	✓	✓
Energy Reporting and Outcomes (BMS/BAS Contracts Only)	optional	✓	✓
Proactive Maintenance Tasking		✓	✓
Supervisor Software Assurance		✓	✓
Operational System Management	optional	optional	✓
Cloud Hosting of Supervisor Software		optional	✓
Comprehensive Parts and Labor Coverage	optional	optional	✓
Energy Optimization Service (BMS/BAS Contracts Only)		optional	✓
Honeywell Compliance and Risk Monitoring			✓
Honeywell Threat Defense Platform			✓
Outcome-Based KPI Commitment			✓
Lifecycle Asset Management			optional
Workflow Automation and Integration	optional	optional	optional

## BENEFITS OVERVIEW\*



### Foundational

- Industry best practices and compliance
- Success reports to identify improvement areas
- Remote-first support model to reduce cost of triage support



### Advanced

Foundational plus:

- AI-based maintenance to improve uptime of assets
- Industry-leading cyber protection
- Energy conservation



### Assurance 360

Advanced plus:

- Reduced need for on-site staff
- SLA-guaranteed, fully managed energy savings and system uptime outcomes

\*For complete details, contact your Honeywell account representative.

# HOW HONEYWELL DELIVERS FOR YOUR FACILITY

## THE NEW HONEYWELL SERVICE MANAGEMENT SYSTEM

We're dedicated to meeting or exceeding your service level agreements (SLAs) on every job, every time. The Honeywell Service Management System is our platform to set up and manage your service contract, and then bring you five-star service that's responsive, reliable, consistent, and transparent.

### A smarter way to manage service

The new system customizes service to your installation and develops detailed insights that evolve with your facility. This results in faster dispatching of right-skilled technicians, detailed equipment histories and reports, real-time status updates, and more.

### Self-service portal

- Your one-click stop for quick and flexible support, 24/7
- Log new requests and check status
- Each request receives a job number, and an appointment for a field-service professional to resolve it
- Review, customize, and download service reports

### Job visibility & reporting

- Automated alerts on job status and completion
- Real-time KPIs (key performance indicators) show performance and service quality for each field-service professional
- Full reports provided for each job

## HONEYWELL BUILDING OPERATIONS CENTERS (HBOC)

Our Building Operations Centers bring more than 30 years of domain expertise to ensure your site is supported with the right skills around the clock, no matter where you're located – 24/7/365.

This centralized, global team of engineers and service expert uses secure, remote connections to monitor your site and diagnose issues – quickly fixing up to 40% of them. For issues that require on-site service, we dispatch a field-service professional via the Service Management System, briefed with full details.

With HBOC support, you can significantly reduce downtime risks for your facility:

- Faster responses to emergency calls
- Resolve issues remotely for optimal uptime
- 24/7 monitoring to identify issues early
- Fewer site visits needed

## AI-BASED OPTIMIZATION WITH HONEYWELL FORGE

As an Advanced-tier service option, your Building Performance Services can be enhanced with capabilities from the Honeywell Forge ecosystem. Honeywell Forge uses machine learning to develop real-time analytics of your building's performance, then uses these insights to prevent breakdowns and reduce operational costs.

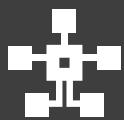
For instance, predictive analysis lets you know when an asset actually needs maintenance, before its performance is affected. Likewise, Honeywell Forge can automatically "tune" building systems every 15 minutes to optimize how your site uses energy – reducing your costs by 10–20%.

In short, it's a fundamental change to the performance your building can deliver.



## 3 GLOBAL REMOTE BUILDING OPERATIONS CENTERS – AND GROWING

Each center combines state-of-the-art technology and building management expertise to provide 24/7/365 operations support to buildings with Honeywell systems.



Services for single site to multi-site enterprises



**24/7/365**  
Remote service support



**1,147**

Alarms and calls handled/addressed a day



**91%**

First time remote fix



**17,000**

Sites connected across the globe

Engineering,  
design and  
field services

**46**  
countries

**330+**  
offices

**22,000+**

Enterprise  
Buildings Integrator  
installations

**5 million**  
buildings worldwide  
are powered  
by Honeywell  
technologies

**4** Global  
Technical  
Assistance  
Centers

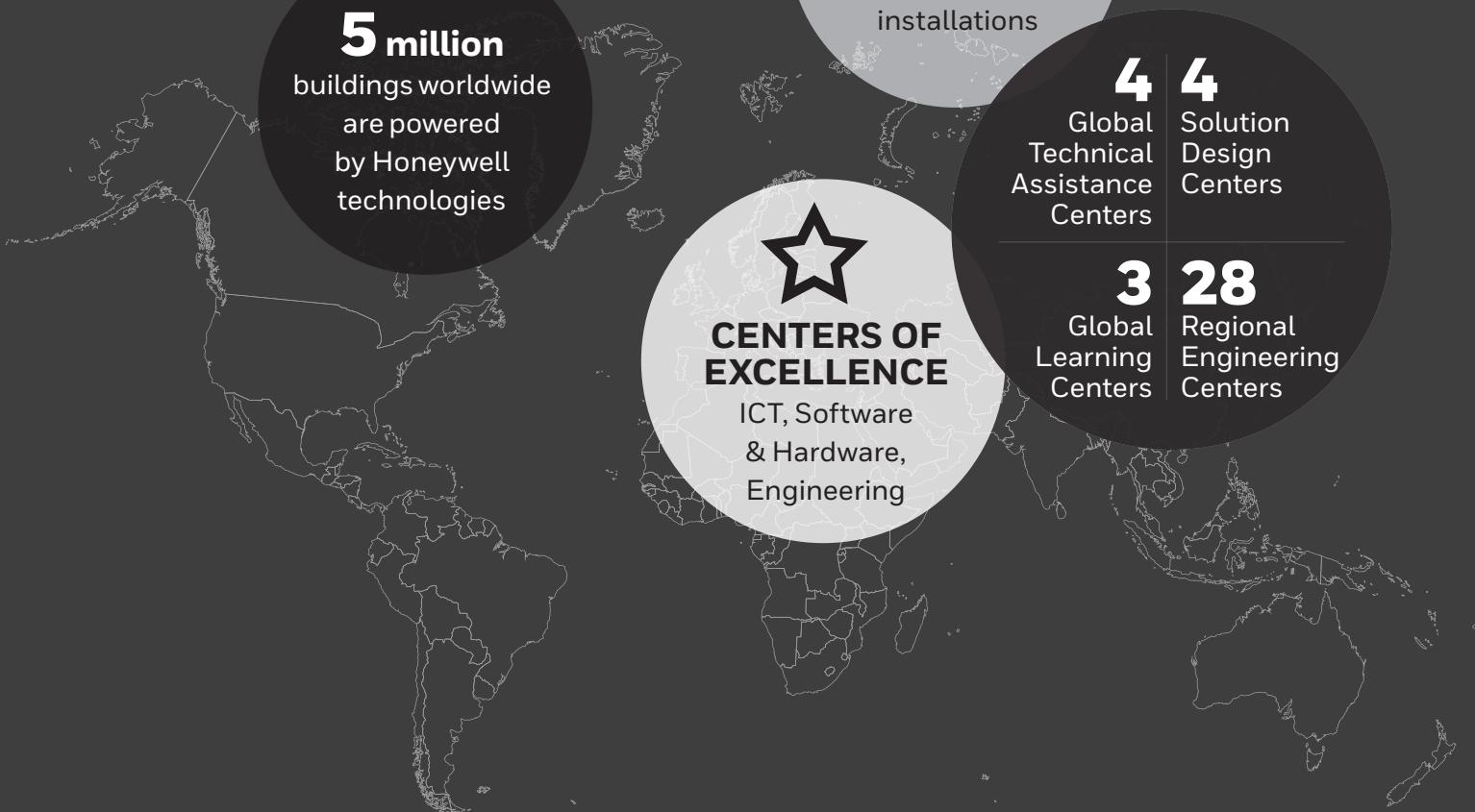
**3** Global  
Learning  
Centers

**4** Solution  
Design  
Centers

**28** Regional  
Engineering  
Centers

**CENTERS OF  
EXCELLENCE**

ICT, Software  
& Hardware,  
Engineering



# Lower building costs. Reduce risks. Build a stronger reputation.

Let's help your building reach its full potential

<https://hwll.co/5bw4t7>

**For more information**  
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THE  
FUTURE  
IS  
WHAT  
WE  
MAKE IT

**Honeywell**