

# YOUR RESULTS ARE OUR COMMITMENT

We're dedicated to meeting or exceeding your service level agreements (SLAs) on every job, every time, with five-star service that's reliable, convenient, and transparent.

As a cornerstone of this commitment, the Honeywell Service Management System is your platform to manage service requests: Get support in one click and see results each step of the way.

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The Honeywell Service  
Management System

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A man and a woman are sitting at a wooden desk in a modern office. The man, with a beard and wearing a green shirt, is pointing at a laptop screen. The woman, with long brown hair and wearing a plaid shirt, is looking at the screen and smiling. There is a potted plant on the desk and a large window in the background.

**Honeywell**

# THE HONEYWELL SERVICE MANAGEMENT SYSTEM

## A SMARTER WAY TO MANAGE SERVICE

We use the Service Management System to optimize service by developing detailed insights that evolve with your facility. For you, it's a complementary portal that's easy to access alongside your existing local systems. The result: faster dispatch, real-time updates, and smarter service to keep you operating.

### 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 with an appointment for a field-service professional to resolve it
- Review, customize, and download service reports

### SMART SCHEDULING & DISPATCHING

- System automatically assigns nearest available field-service professional with the right skills
- New jobs and planned maintenance are automatically bundled with appointments for open jobs
- You receive an alert when a field-service pro is en route to your site

### 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 for each job

### FIRST-TIME FIX RATES

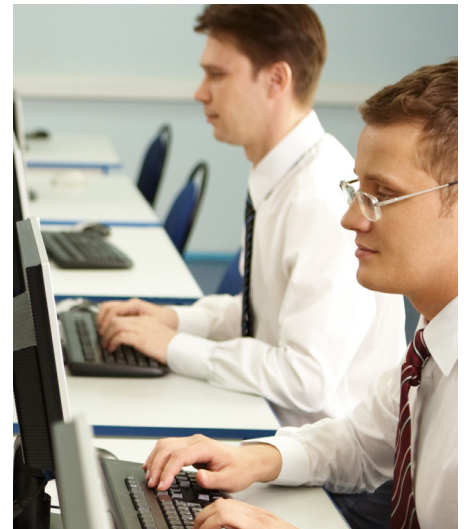
- Detailed histories of your site and each asset help drive first-time fixes

### PLANNED MAINTENANCE & SLAs

- Field-service professionals use knowledge base of your site and equipment to ensure consistent service and expertise
- Maintenance tasking and diagnostics follow standardized procedures, with digital access to task manuals by product

### LIFECYCLE OPTIMIZATION

- Every piece of equipment is tracked with a unique ID and full equipment history
- Field-service professionals add or remove assets from the system to reflect your current installation
- Each asset's condition is rated, including recommended repairs to help optimize your facility, as well as service recommendations for lifecycle management and budget planning



### THE HONEYWELL CALL CENTER

You can also contact our call center any time for support. Visit our building services webpage to find the local contact information for your area: <https://hwll.co/5bw4t7>

**When buildings perform, so do bottom lines**  
The Honeywell Service Management System

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

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THE  
FUTURE  
IS  
WHAT  
WE  
MAKE IT

**Honeywell**