

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.

The Honeywell Service Management System



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