Honeywell

ACHIEVING RELIABLE PERFORMANCE FROM EVERY ASSET IN THE DC

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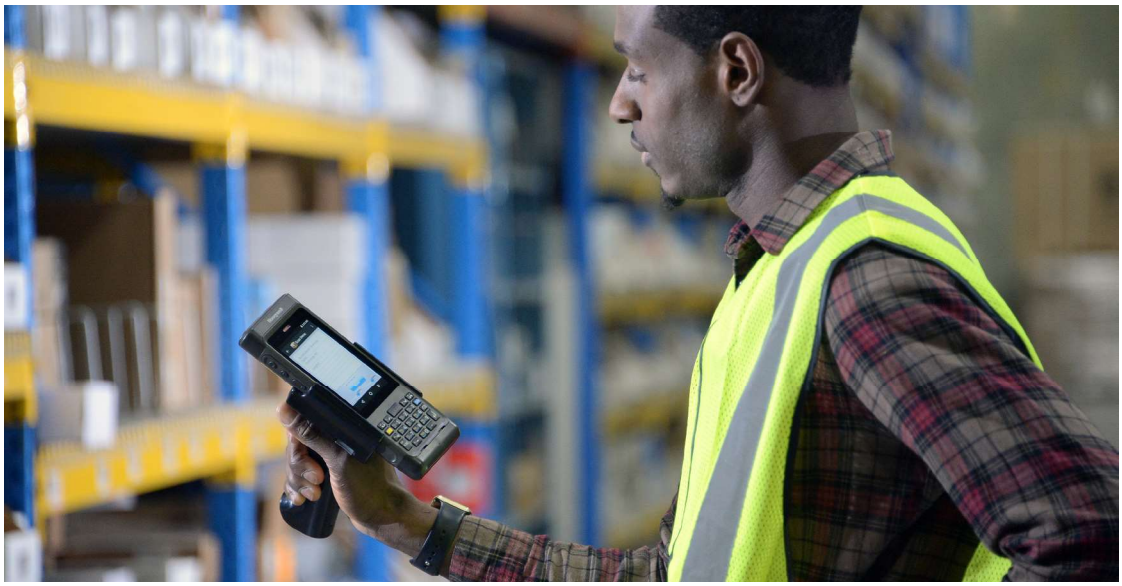
Mobile Device Asset Management

Effective mobile asset management is mission-critical for an organization's operational lifecycle of each device. Beginning with requisition and procurement followed by deployment and maintenance through to its retirement, operational asset management involves a process.



Effective processes provide control, consistency, and accuracy that benchmark against specific goals and objectives. Per industry experts, when an organization chooses to onboard a well-defined and standardized operational asset management strategy, they will see as much as a 55% cost savings (i.e. 30% in the first year followed by 5% in each of the subsequent 5 years).

It's the difference between being able to know versus guess about the operational lifecycle of your mobile device fleet. When it comes to your mobile assets, what you don't know can cost you. Consider questions such as the following for your mobile devices:

1. Where are they in the operational lifecycle?

- Are they in use?
- Are they lost in the RMA workflow?

2. Are they being utilized efficiently?

- Do you have too many assets or too few assets at a specific location?

3. Are they being repaired effectively?

- Are your repair SLAs being met?
- Are specific devices having repeat repairs?
- What is your No Fault Found return rate?

Which of these questions could you respond to with 100% confidence? What difference would it make if you could answer these questions?

Honeywell and industry research show that it is not uncommon for a company to have 10–30% of their devices either stolen or missing. Think about that. If you had 1,000 devices in your fleet, as many as 300 of them are gone. That is a very expensive proposition when you think of the cost of just one mobile asset.

There is a tremendous challenge of underutilized, unavailable, or mismanaged mobile assets, which brings great opportunities – and this is where Honeywell can help.

What is your process for managing your mobile device assets lifecycle? Is your process based on a spreadsheet or operational asset management software or some combination thereof?

What keeps your process from allowing you to answer the above questions for every mobile device in your fleet? How does your process stack up against industry best practices?

Remember, lifecycle is what you do; asset tracking records what you have done. Process is how you do it. Process is the foundation of asset management.

At Honeywell, we understand operational asset lifecycle, especially when we talk about RMA (return merchandise authorization). We literally have millions of mobile devices that we use and support in almost every industry under every possible condition. Knowing the disposition of every device can make the difference of whether you have successful outcomes in every workplace, every shift, every workflow, and every worker.

Are we trying to make the problem bigger than it is? No. As you requisition and deploy your mobile devices, you will find them in DCs, retail spaces, and delivery verticals. They break – things go wrong with them. How do you manage the workflow in the return process around those devices from a service provider to and from a repair center? Many companies do not centralize their device management across manufacturers. Most simply use spreadsheets, which don't give you accountability, easy reporting, or centralized management of devices.

Our customers continually share real-world experiences about the loss of worker productivity and time-to-value, due to device issues such as battery performance, being lost in manufacturer RMA voids, or any number of reasons. We are talking about millions of dollars.

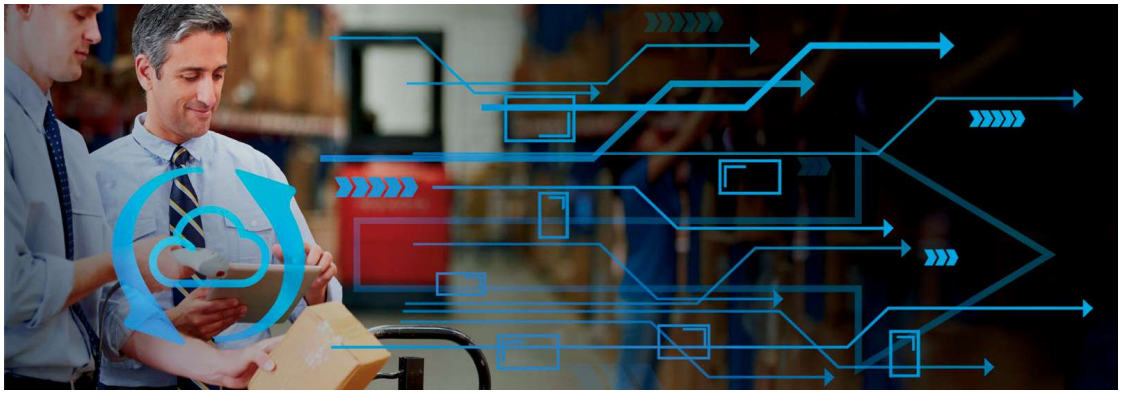
At Honeywell, we have the solution. It was driven by our worldwide ecosystem that includes our experience, our customers' experience, and our partners' experience. We are introducing **Honeywell Operational Intelligence,** an operational asset management solution that focuses on the mobile device operational lifecycle and business optimization.

With Operational Intelligence, you will gain a well-defined and field-tested solution that provides:

- **Well-defined processes** to ensure efficient, consistent, and accurate execution of asset management tasks and activities. You gain a configurable RMA process workflow and overall workflow.
- **Continuous process improvement** to achieve greater levels of your mobile device visibility. You can improve processes based on historical workflow analysis.
- **Effective tools** that provide process support and automation. You will have a manufacturer-agnostic portal for guided workflow with integrations to repair centers, shipping, and MDMs for automation.

Operational Intelligence

Create visibility across the RMA workflow and lifecycle of all mobile device assets to optimize business.



Where does Operational Intelligence fit in?

Operational Intelligence is focused on mobile device operational lifecycle optimization – driving service center excellence for managing the operational lifecycle of a fleet of mobility devices and giving visibility across the RMA workflow to the customer and into the repair center.

Operational Intelligence from Honeywell is a manufacturer-agnostic operational asset lifecycle and analytics solution for RMA that systematically tracks, manages, and optimizes *all* your IT assets, across *all* your locations, throughout the lifecycle.

Operational Intelligence delivers an intelligent, real-time, web-based platform to reduce costs, streamline processes, and increase visibility, resulting in improved profitability.

Why focus on the mobile device lifecycle and RMA workflow for the device service center? Today the lack of centralized mobile device lifecycle management and multiple, disjointed RMA processes for different vendors make your operations inefficient and prone to error because they create extra steps to perform and lack broad and consolidated visibility.

Honeywell Operational Intelligence produces a competitive edge by driving operational process improvements and smart decisions by enforcing governance and processes for your equipment. It also provides the analytics to make smart decisions resulting in improved profitability through the following benefits:

- Reduce wasteful No Fault Found returns
- Right-size your spare pool inventory
- Right-place your assets
- Consolidate RMA processes into one efficient system
- Verify adherence to RMA vendor contracts

With Operational Intelligence, you can confidently answer questions like:

- Are your sites or device types experiencing high returns?
- What are your No Fault Found returns metrics?
- Where are your devices right now? Are they where they should be?
- Are your devices ready for use? Do you have enough or too many devices?
- Are you getting the service guarantees you are paying for from providers?
- Do you experience battery issues during shifts?
- What batteries should you replace and when?
- And much more.

Minimizing the loss of mobile devices throughout their lifecycle

up to

10 to 30%

of mobile devices either get stolen or misplaced[1]

With Operational Intelligence, you can minimize the loss of mobile assets by:

- Assigning assets to unique departments and locations for accountability
- Identifying current or last known location for each asset
- Receiving real-time status updates on assets returned for repair

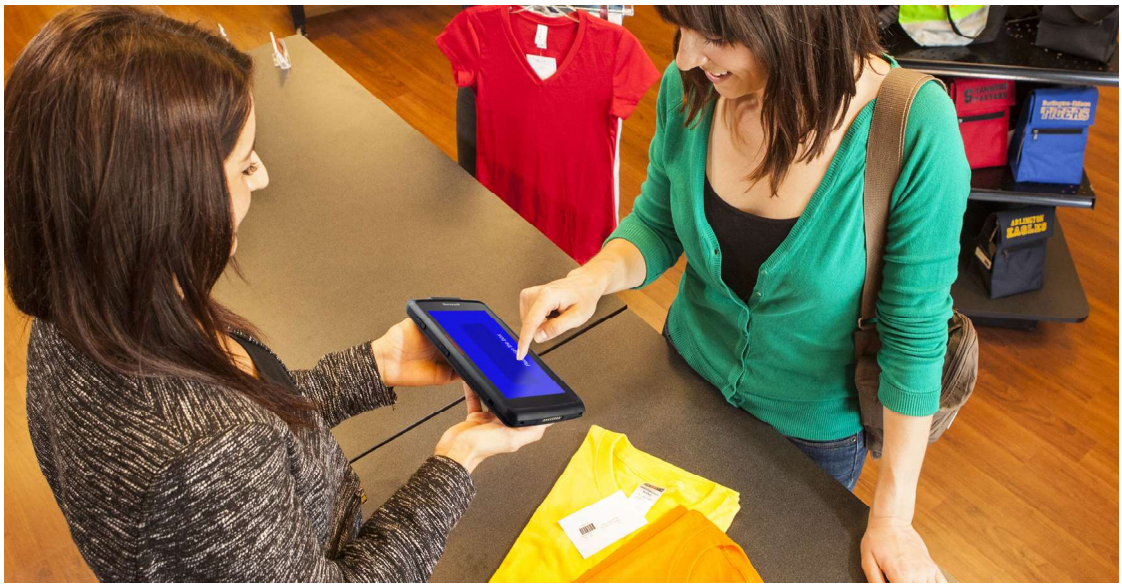
TRACKING IS NOT JUST A PHYSICAL LOCATION. When a device enters the RMA lifecycle, you receive real-time updates at every step in the process from the service center to repair center and when it will return to you.

1. Honeywell Internal Research

Managing mobile device security, contracts, and usage throughout the lifecycle

71%

of Android devices are not running the latest security patch[2]



It is not uncommon for a fleet of mobile devices to include assets from multiple manufacturers. Each device comes with its own OS/software, contracts, and agreements that must be carefully managed. Operational Intelligence helps you:

TRACK VENDOR CONTRACTS AND VERIFY ADHERENCE TO SLAs (SERVICE LEVEL AGREEMENTS). When you create an RMA to have a device repaired, you will know how long it will take to move it through the repair center. You will know whether your vendor is meeting SLA contracts around return and repair.

VERIFY ADHERENCE TO RMA VENDOR CONTRACTS. Reduce risk and improve operations by combining process workflow and SLA contract information to monitor contract adherence and compare vendor performance.

MANAGE LEASE AGREEMENTS AND RENEWALS FOR FINANCING TERMS. You will be able to understand the details of device services agreements, including when they are expiring and needing renewals.

MONITOR USAGE, UTILIZATION, AND SOFTWARE VERSIONS. In addition to OS security patches, you will be able to know each device's software version and its security status when deployed on our Mobility Edge platform.

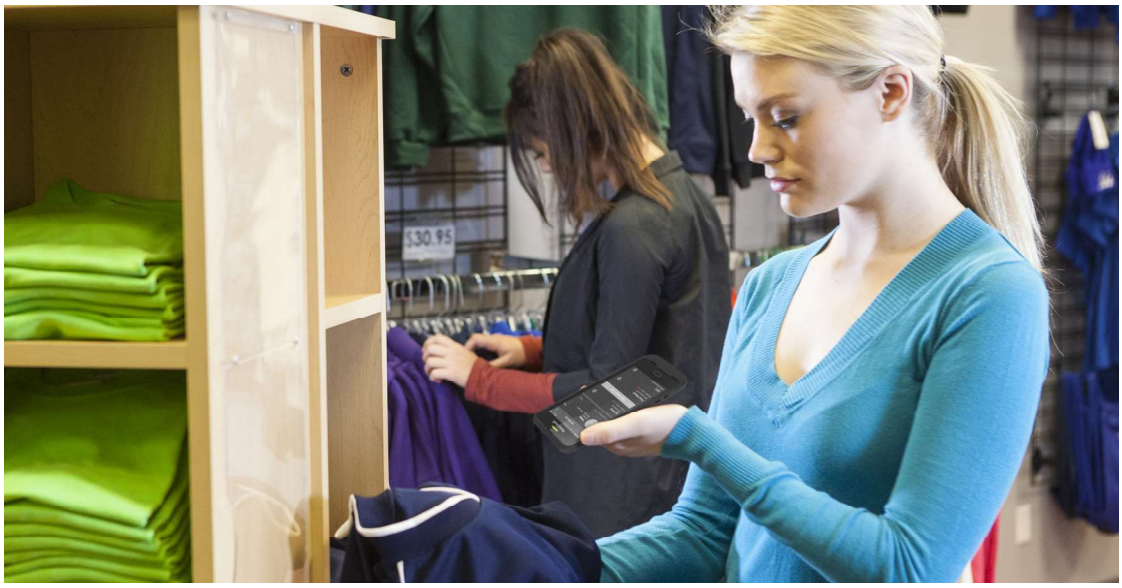
MANAGE MOBILE DEVICE CYBERSECURITY RISKS. Currently about 71% of Android™ devices are not running the latest security patch. Being able to manage the operational lifecycle of your mobile device security is a very important aspect of managing those mobile devices. Operational Intelligence supports the Honeywell Mobility Edge™ platform. You will know the security profile and the security risk based on updates/patches that are available from Google. Gain the ability to manage and control device profiles by pushing updates, and removing and adding software.

2. www.symantec.com/connect/blogs/mobile-threat-intelligence-report-2016-review

Standardize, automate, and simplify processes throughout the lifecycle

25%

of returns are classified as "No Fault Found"[3]



Per Honeywell device service and repair center studies, about 25% of all returns are classified as "No Fault Found," meaning that the device was in good working condition and did not need repairs.

These "No Fault Found" devices come with a lot of hidden costs that include shipping, handling, labor, diagnostics, and more. The costs can average $75, which is charged back to the customer. Decisions need to be made to return the device to the customer or place it in the spare pool. Decreasing "No Fault Found" returns increases productivity and profitability.

With Operational Intelligence, you can also create accountability to reduce unnecessary returns by standardizing the process. You are able to:

DEFINE SELF-SERVICE CHECKLISTS. Standardize the internal device review process to follow prior to opening RMA issuance. Be able connect the process to individuals, locations, and devices for actionable reporting and analysis.

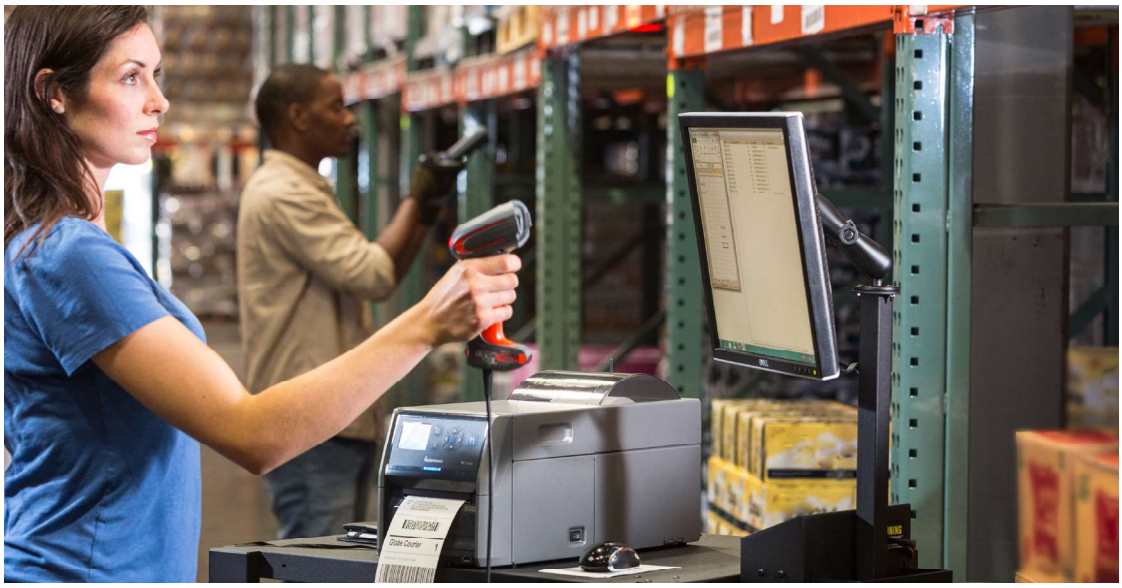
CONSOLIDATE RMA PROCESSES INTO ONE EFFICIENT SYSTEM. Create operational improvements and simplify operations by consolidating multiple tools and processes from different vendors. You create one database that consolidates your workflow data, which provides for easy reporting. Instead of managing spreadsheets, you grant and control access to team members. The system integrates with manufacturer repair centers and RMAs are automatically created. The process is streamlined and efficient.

CONTROL CORPORATE SHIPPING METHODS. Through automated integration with manufacturer repair centers, you standardize on best practices for moving devices cost effectively.

3. Honeywell Productivity Products Repair Data, 2015–2018

Optimize mobile device performance and usage throughout the operational lifecycle

up to
30%
first-year cost savings[4]



With Operational Intelligence, you can build a better business and optimize your business results through the ability to:

RIGHT-SIZE YOUR SPARE POOL INVENTORY. Gain visibility into your mobile device utilization to avoid hidden costs from underutilization.

RIGHT-PLACE MOBILE YOUR ASSETS. Reduce expenditures by knowing device utilization across sites and gaining the visibility to facilitate the moving of underutilized assets to facilities that require more devices.

PREDICTIVE DEVICE ANALYTICS. Understand device usage metrics for operational insights, preventative maintenance, and reordering. For example, in future versions you will be able to identify battery health, charging issues, discharge rate, and age to know if a battery should be replaced.

4. Gartner Inc., IT Asset Management Key Initiative Overview, July 22, 2011

The Operational Intelligence Journey

As we build out Operational Intelligence, here are potential new features for upcoming releases:

NETWORK DIAGNOSTICS. Identify weaknesses in network performance.

SERVICE COSTS. Know service costs for shipping, spare pool rotation, RMA leakage (no fault found, abuse), and SLA breach recovery.

BATTERY ANALYTICS. Know your battery health, consumption profile on your devices, shift readiness, disruption events, charging and replenishment, and end-of-line needs around batteries.

LIFECYCLE ANALYTICS. Know current total cost of ownership and when you are reaching diminishing returns to support replacement, upgrade, and end-of-life decisions.

SMART ALERTS AND NOTIFICATIONS. Shift from monitoring dashboards and reading reports to actionable information when it is needed

SMART REPLENISHMENT. Use inventory level and consumption rates to recommend or automatically order ideal quantities for media, printheads, print ribbons, and batteries.

ENABLE SERVICE CREATION. Design and deliver services based on the Operational Intelligence such as Managed Print Service and Service Center consolidation.

SECURITY AND COMPLIANCE. Ensure that device firmware and software are at the proper versions to mitigate cyber risk.

WORKER SCORE/BEHAVIOR. Monitor, compare, and score workers for usage and productivity. Predict turnover and identify training needs through productivity insights.

DEVICE HEALTH SCORE. Monitor and score device health to ensure equipment is operating optimally.

WORKFLOW TIME STUDIES. Gain real-time continuous workflow time studies for jobs, leading to dynamic time standard setting and continuous improvement.

AI-BASED CONFIGURATION OPTIMIZATION. Machine learning on asset usage patterns and device utilization to automatically refine configuration settings to optimize performance and battery life.

Conclusion

The following questions can now be answered confidently:

- Where are your mobile devices in the operational lifecycle?
- How well are your devices being utilized?
- Are your devices being repaired efficiently?
- What is your No Fault Found return rate?

Operational Intelligence is the solution to support your device service center operations – so you can manage your operational asset lifecycle for workflow and analytics around RMA. Systematically track, manage, and optimize *all* your mobile assets, across *all* your locations, throughout the operational asset lifecycle.

Operational Intelligence delivers results that have been previously unattainable:

- **REDUCE MISSING HARDWARE** by knowing the location of your mobile devices
- **DECREASE UNNECESSARY RETURNS** through a 25% reduction in No Fault Found returns
- **IMPROVE PROFITABILITY** by reducing your RMAs by 50%

If you want to learn how Operational Intelligence can help you better manage your mobile assets, contact Honeywell today at www.honeywellaidc.com.

For more information
www.honeywellaidc.com

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