MAJOR AIRLINE LEVERAGES MANAGED MOBILITY SERVICES TO SUPPORT MISSION-CRITICAL MOBILE DEVICES

“...We selected Honeywell to deploy and manage our Apple® iOS tablets and smartphones based on its proven track record of delivering similar services in the past.”

Director, IT Field Services
The Needs

Implement several mobility initiatives to improve efficiency and customer service

Expert assistance in multi-mobile operating systems and the quick deployment of devices

The Solution

In 2008, the airline selected Honeywell to provide mobility managed services (MMS) for its fleet of operational devices for baggage handlers. These devices reliably scan items as they pass through airports and onto the airline’s fleet. The airline adopted a range of services, including initial device provisioning, staging and deployment, and 24x7x365 end-user helpdesk and device depot services. This encompasses spare pool management, overnight device replacement, inoperable device disposition and recycling.

In 2010, the airline sought to replace the bulky Electronic Flight Bag with 2,000 Apple iPad® devices and again called upon Honeywell to oversee all facets of mobile device deployment, ongoing support and management. The devices were enabled with the AirWatch mobile device management (MDM) security solution. And in 2015, the airline tapped Honeywell to deploy and manage 3,500 Apple iPhone® 6 Plus devices to flight attendants to enable cashless transactions in the cabin.

The Benefits

• Using a single managed services provider delivers efficiency and centralized accountability across all mobile programs.

• The transition to the new devices was fast and simple: Honeywell deployed 3,500 iPhone devices in just three weeks.

• The airline benefits from ongoing best practices regarding Apple iOS and the AirWatch MDM platform, without developing that internal competency.

• Honeywell’s 24x7x365 availability ensures that highly skilled support technicians are available on demand.

For more information

www.honeywell.com/enterprisemobility

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This major airline, together with its partner airlines, serves more than 100 cities throughout North America. It was the first airline to be approved by the Federal Aviation Administration to deploy an Electronic Flight Bag (EFB) program. By choosing comprehensive managed services from Honeywell, the airline is able to deploy devices rapidly and provide world-class support in critical functional areas.