

A BIG LIFT: ELEVATOR FIRM DRIVES PRODUCTIVITY WITH MOBILE DEVICE SWITCH

“Since 2010, Honeywell has been an effective partner for our company by efficiently and professionally handling our mobility services, including device deployment, end-user support and break/replace services.”

Manager, Field Communications Services

Case Study



With operations in more than 50 countries, this global manufacturer has provided industry-leading elevators, autowalks and similar innovative solutions for decades. Since choosing Honeywell as its mobility services provider, the company has accelerated mobile device deployments and increased the productivity of its mechanics in the field.

The Needs

Upgrade the mobile devices of its 2,000 mechanics to easier-to-use models that are still practical for field workers with complex jobs

Continue to support its mechanics with devices that help them manage appointments, submit their time, capture customer signatures and more

The Solution

Honeywell helped the elevator manufacturer migrate to newer Android™ and Apple® iOS devices that have larger screens, are more cost-effective and are consumer-grade, which makes them inherently easier to use. But they still run sophisticated apps that meet the company's needs. In addition to the initial deployment of each device, Honeywell also maintains and stores the devices (Device Depot Services) and provides user and technical support through its Helpdesk Services.

Additionally, the elevator manufacturer sought guidance on developing a broad mobile strategy to maximize the value of mobility in its business. Honeywell took a platform-agnostic approach, which offers more device and deployment options for both this and future migrations.

The Benefits

- Mobile devices are provisioned and deployed quickly and to company specifications.
- The company receives full end-to-end support and service from Honeywell, in the field, across North America.
- Honeywell's agnostic approach enables the company to utilize best-in-class technologies that promote a positive user experience without compromising support or suitability for complex tasks.
- Now that the devices are deployed, mechanics are more productive, which translates into labor and associated cost savings.

For more information

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Elevator CS Rev B 02/16
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