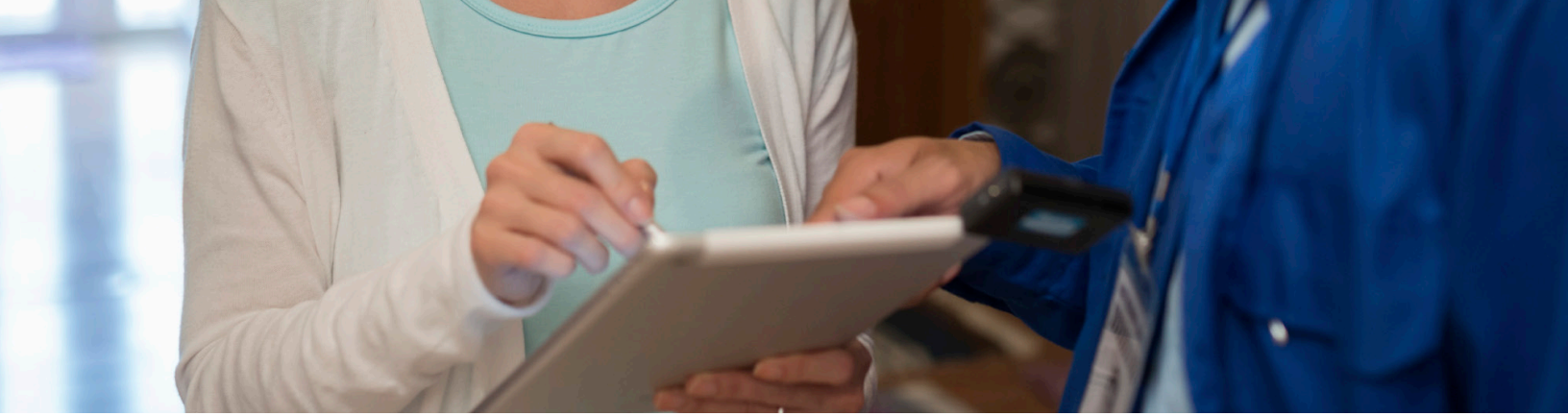


LOGICAL LUXURY: ALLYING WITH HONEYWELL TO BOLSTER MULTIPLATFORM MOBILITY

Case Study

“Honeywell has been an incredible addition to our efforts to deploy and service mobile devices quickly and effectively.”

Director, End-User Support



This nationwide luxury retailer sells to an upscale customer base, and is known for its high-end goods and superior customer service. The company needed expert assistance in managing its more than 10,000 mobile devices deployed, and found it in Honeywell.

The Needs

Assistance from a managed mobility services (MMS) provider to manage more than 10,000 mobile devices deployed, including Apple iPhone® devices for corporate employees, Apple iPad® devices for sales associates and rugged mobile computers for inventory management

The Solution

To help keep pace with its evolving mobility device management needs, the retailer solicited requests for proposals from six MMS providers. After reviewing proposals and visiting vendor facilities, the company selected Honeywell as its multiyear MMS partner for services that include:

- Mobile device deployment
- 24x7x365 end-user helpdesk support
- Device depot
- Telecom expense management services
- Mobile device management solution administration

The Benefits

- The company has a straightforward, streamlined process to deploy devices to its stores on a large scale, which promotes the critical ease of customer engagement that these devices support – concierge service with unfettered access to customers.
- Consequential benefits include confidentiality and security: Many of the company's customers demand confidentiality due to their celebrity status, for example, and personal information may be stored on a salesperson's phone. A damaged phone can be rapidly replaced while preserving attentive service.
- Because Honeywell so rapidly ramped up on the retailer's strategy for and vision of mobility, the company has established a close relationship to its MMS provider, resulting in fast, expert service, despite the complexity of the retailer's multiplatform environment.

For more information

www.honeywellaidc.com

Honeywell Sensing and Productivity Solutions

9680 Old Bailes Road
Fort Mill, SC 29707
800-582-4263
www.honeywell.com

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