TOTAL DEVICE MANAGEMENT WITH
HONEYWELL ENTERPRISE MOBILITY

Use Case

Honeywell Enterprise Mobility Services (HEM) offers comprehensive mobility solutions to enhance operational efficiency in various business contexts. This case study examines the benefits of HEM through the lens of a globally-recognized grocery retailer that has implemented HEM Services.

Honeywell

> HEM provides end-to-end coverage for your deployed solution, regardless of what operating system it runs, whether it's rugged or enterprise use, or what brand is on the back. If you've got it, we cover it.*

BACKGROUND

A globally recognized grocery retailer, which operates more than 500 stores across the U.S., Canada, and the United Kingdom, recognized the need for an efficient mobility solution to manage its diverse fleet of devices.

The organization used a mixed fleet comprising Android, iOS, and touch-screen devices, including consumer-grade iPhones and iPads, for various store applications and use cases.

Since becoming a Honeywell Enterprise Mobility customer in 2018, as part of the Honeywell CT60 mobile computer product rollout, the grocery chain has experienced significant transformations in its operations.

THE HEM SOLUTION

HEM enabled the grocery chain to support a remarkably diverse range of devices, allowing for managing an increasing number of devices tailored to different needs. The total units supported expanded from 16,000 to over 49,000

devices under contract, demonstrating HEM's robust scalability capabilities.

HEM offers a device-agnostic capabilities, including spare pool management, 24/7 break-fix operations, telecomm expense management and multi-language help desk support.

Additionally, by providing a single point of contact for deployment and spare pool management, HEM allowed the retailer a centralized management and support system, streamlining its operations. Tracking all asset identifiers and their locations, the grocery chain gained complete visibility into its device management processes.

The retailer benefitted from a dedicated support team delivering world-class customer service, ensuring issues were resolved promptly and effectively. This allowed the retailer to maintain consistent operational uptime across all its locations. This reliability has been critical for the retailer, allowing it to maintain high service standards in a competitive market environment.

CUSTOM AND INTEGRATION

Honeywell's services included full customization and integration into the retailer's infrastructure. This tailored approach meant that the solutions were not just plug-and-play but were designed to fit seamlessly into the retailer's day-to-day operations.

This level of customization helped the retailer minimize disruptions during the transition and align the mobility services with specific business needs, enhancing overall productivity.

The HEM offering includes monitoring and tracking assets, allowing the grocery chain to optimize its inventory management strategies, reduce losses, and improve workflow efficiencies.

With accurate data, store managers can make informed decisions, leading to improved operational strategies and resource allocation.

CONCLUSION

The partnership with Honeywell Enterprise Mobility Services has provided the Interational Grocery Chain with a robust, scalable, and flexible solution that addresses its diverse mobility needs. By integrating HEM into its operations, the grocery chain has not only increased its device fleet significantly but has also improved its overall operational efficiency, service reliability, and responsiveness to market trends.

Discover more about how HEM can help your business, contact a Honeywell solutions expert today to find out how we can transform your device management across your enterprise.

QUICK FACTS

HEM AFTER MARKET SERVICES:

- Comprehensive mobile device management and support

- 24/7 helpdesk services for troubleshooting and assistance

- Device procurement and provisioning for seamless deployment

- Real-time monitoring and analytics for proactive maintenance

- Security and compliance management to protect enterprise data

- Flexible service plans tailored to business needs

- Expert technical support to optimize mobile operations

For more information
automation.honeywell.com

Honeywell Industrial Automation
855 S Mint St
Charlotte, NC 28202
800-582-4263
www.honeywell.com

Honeywell