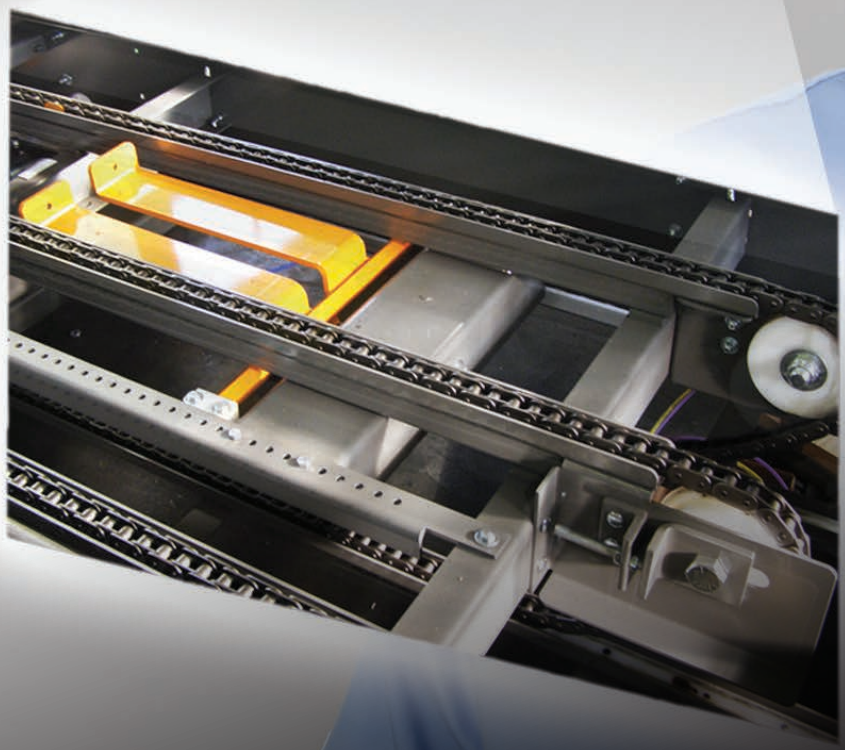
TECHSIGHT VIDEO ENABLEMENT SERVICES



Honeywell
Intelligrated®

LIVE VIDEO ACCESS TO REMOTE SERVICE EXPERTS – ANYTIME, ANYWHERE

When it comes to maintenance operations, limiting the duration of downtime is your highest priority. At Honeywell Intelligrated, we share this goal. It's the reason we offer 24/7/365 access to our expert technical support team for the industry's fastest issue resolution service.

In a perfect world, we could have a technician on-site to help troubleshoot any issues. Unfortunately, that's not always possible.

That's why we've developed TechSight video enablement solutions that utilize optional smart glasses with augmented reality capabilities and leading mobile apps for video conferencing. Regardless of your preferred connection method, TechSight enables remote collaboration between your technicians and our expert service team for rapid diagnosis and troubleshooting of critical issues.

Simply put, TechSight allows our support team to see exactly what your maintenance crews are dealing with in real time. Video collaboration eliminates the communication limitations of a standard telephone call, and when equipped with the optional smart glasses, removes the safety concerns associated with handheld devices.

TECHSIGHT BENEFITS

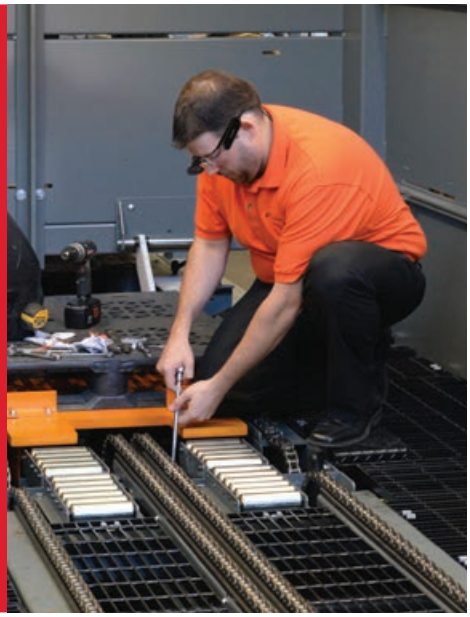
The visual collaboration that TechSight enables delivers many benefits:

- Accurate diagnosis and decreased mean time to repair
- Optional, hands-free video collaboration with smart glasses for real-time document sharing and annotation
- Expedited issue resolution without field service travel costs or delays
- Improved labor efficiencies with real-time access to our service experts

ABOUT LIFECYCLE SUPPORT SERVICES

TechSight is an exclusive offering of Honeywell Intelligrated's Lifecycle Support Services (LSS). LSS takes a consultative approach to lifecycle management, delivering proactive, value-added programs designed to reduce downtime, increase system longevity, and achieve customer-defined business outcomes. The LSS team offers all the services, parts and support needed to keep systems running at peak efficiency. We serve as a strategic partner to help our customers maximize their return on system investment.

Our comprehensive lifecycle management programs are focused on critical areas that drive system performance, such as: technology upgrades, equipment modifications, maintenance programs, system assessments, spare parts and inventory strategies. And by capturing system health historical data, we're able to analyze trends and be proactive about asset management and maintenance.







A COMPLETE TOOLSET TO ACCELERATE ISSUE RESOLUTION

TechSight gives our service team eyes in the field, allowing us to remotely diagnose problems that your staff may not have the knowledge or expertise to address. What's more, we provide multiple ways to connect. Whether you choose our optional smart glasses or your preferred video-conferencing app on your mobile device, you'll enjoy the benefits of expert, remote video collaboration. The optimal smart glasses experience includes an expanded suite of capabilities:

- HD audio and video conferencing
- Remote screenshot capturing
- Remote zooming
- Messaging
- File sharing and annotation (telestration) by the remote observer

ENABLING GREATER CONNECTIVITY IN THE DC

TechSight is just part of Honeywell Intelligrated's efforts to enable greater connectivity in DC operations and help our customers make the digital transformation. Through machine-level sensors, controllers and connected devices, we're gathering data from key inputs and delivering vital information on asset health in real time.

BRINGING YOUR ISSUES INTO VIEW

TechSight's optional augmented reality capabilities are enabled by smart glasses that provide secure peer-to-peer video and audio connectivity. For video-conferencing support only, TechSight services can also be accessed through a video-enabled mobile device and one of several communications platforms, including: Microsoft Teams, Zoom and Amazon Chime. Collaboration with one of our remote experts requires only a Wi-Fi connection to enable live video and audio streaming.



SEE | WHAT I SEE

This "see what I see" capability enables our team to guide your field technicians through fast, efficient issue resolution. If your technicians are wearing smart glasses, we can provide annotated screenshots and other support documentation, further enhancing their knowledge by showing them exactly how to resolve issues at hand. And with multiple ways to connect, TechSight allows for interoperability with common communications platforms.





THE CONNECTED DISTRIBUTION CENTER

The pace of change in modern commerce is putting tremendous pressure on fulfillment operations. To stay competitive and protect profits, companies need solutions that help them achieve maximum throughput, day-to-day flexibility, future-proof scalability and intelligence to make informed decisions.

The Connected Distribution Center helps companies make the digital transformation necessary to increase reliability, improve utilization and maximize productivity through:

- Intelligent, data-driven, high-speed execution
- Automated, adaptable processes for machines and workers
- Optimized utilization with the ability to seamlessly adapt and expand
- Insights and predictive analytics, from sensors to the cloud

THE FUTURE IS WHAT WE MAKE IT

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TVESB | 09.20
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