OPERATIONAL INTELLIGENCE

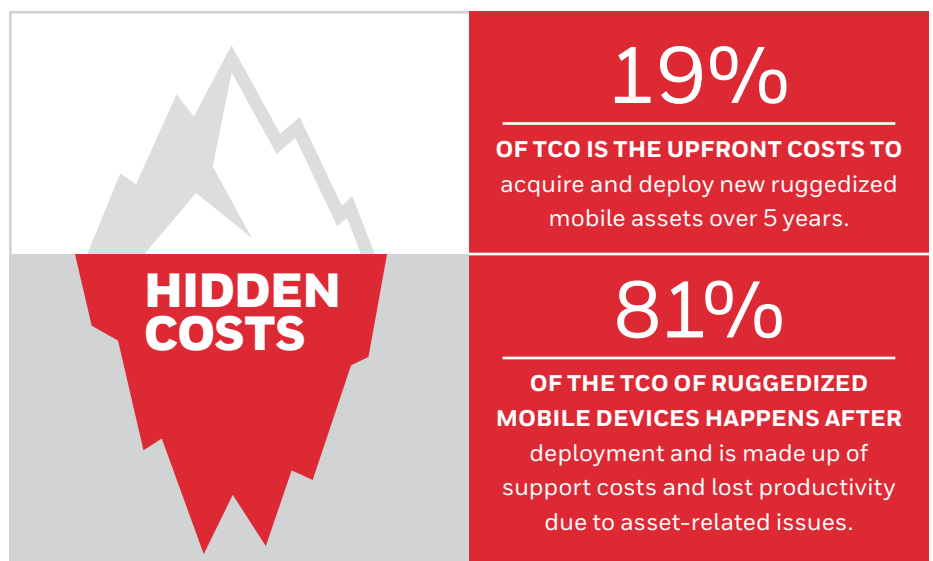## One Platform to Monitor Valuable IT Assets

Solution Brief

Mobility has transformed supply chain operations. Workflows centered around scanning, printing, communications and their criticality to end customers and mobile workers are no longer new, but are standard operating procedure.

VDC research calls the intersection of business-critical workflows and mobile solutions business-critical mobility. These solutions must adhere to strict requirements around performance and reliability because any failure is extremely costly to business operations.

Any device failure can have long reaching impacts to supply chain customers using business-critical mobility solutions. According to VDC research[1], 81% of the total cost of ownership (TCO) of a ruggedized mobile computer is the cost to support device failures and lost productivity due to those failures.

These costs are traditionally hard to measure and are only partially solved by traditional Enterprise Mobility Management solutions (EMM/MDM). Despite wide adoption of EMM solutions, only 1 in 5 respondents of VDC's survey claimed to have "complete visibility" into their business-critical mobility solutions.

HIDDEN COSTS

19%
OF TCO IS THE UPFRONT COSTS TO acquire and deploy new ruggedized mobile assets over 5 years.

81%
OF THE TCO OF RUGGEDIZED MOBILE DEVICES HAPPENS AFTER deployment and is made up of support costs and lost productivity due to asset-related issues.

1. VDC Research Group, Inc. | Enterprise Mobility, "Total Cost of Ownership Models for Line of Business Mobile Solutions," December 2018.

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DEVICE CHALLENGES

The four leading device challenges that impact operational productivity include hardware damage, network connectivity, software issues and battery failure. The downstream impact of these challenges are 60 to 110 minutes of lost worker productivity per issue and 40 to 60 minutes of IT support per issue.

HARDWARE DAMAGE

With mobile computers this typically means device drops that break the display or damage internal electrical components. Operational Intelligence monitors and logs all mobile computer drops giving users the ability to quickly remove the device from the active pool for evaluation. For printers, it is more often print head wear or damage. Operational Intelligence constantly monitors every print head dot and can alert for routine cleaning or print head replacement **BEFORE** it impacts workers.

NETWORK CONNECTIVITY

A wireless access point that was working yesterday might be under performing today. Common symptoms are increased user reboots and complaints from your workers that the "system is slow today". Operational Intelligence constantly monitors key wireless parameters such are retries, signal strength and access point connects and disconnects, providing your IT staff early warning that your network performance has changed.

SOFTWARE ISSUES

These issues are classically caused by pushing out new software to workers on devices that were not fully tested. Workers start to experience lockups or unexpected application behavior with the most common worker solution being to reboot the device. Operational Intelligence constantly monitors device reboots and reports when they exceed an operations daily average.

Operational Intelligence's Advanced Analytics Engine includes a software application analysis tool that tracks memory usage, wireless data usage and screen time. This data, in combination with real-time triaging tools, allows users to quickly find and correct the offending software component.

BATTERY FAILURE

Batteries not lasting a full shift, are one of the main distractions to your workers' productivity, and is a contributor to high TCO. Stopping work to replace a depleted or "bad" battery is wasteful and completely correctable. But old, "bad" batteries are generally not the core issue. In many cases, workers are simply not recharging batteries properly before starting their shift. Operational Intelligence contains a full set of tools to monitor how your workers are interacting with their batteries. Beyond these worker-related issues, at times your batteries are old and need replacing. It is extremely common that batteries across an operation do not deplete and need replacing at the same time. Operational Intelligence monitors batteries for age, charge cycles and even battery heath (ability to hold a charge). When it is time to find and replace your "bad" batteries, Operational Intelligence can automatically find and notify your workers to discard their old battery and how to locate a new replacement. This powerful feature allows you to not only eliminate the bad battery, but keep the good one in service saving you unnecessary replacement expense.

BENEFITS TO DEPLOYING OPERATIONAL INTELLIGENCE

Through the lens of business-critical mobile assets, Operational Intelligence gives supply chain leaders a new window into their operations.

- Understand how workers are using devices by knowing who had what device and when

- Prevent overspend on batteries by knowing exactly how many batteries to order

- Understand, down to the site and user level, how devices are used and maximize your investment

- Get full visibility into your line-of-business applications

- Get clear warning when devices are not performing by monitoring reboot trends

Operational Intelligence enables customers to predict upcoming problems before they happen, set up automation to manage issues in real-time, gain business insights into operations where none existed before and use tools that enable customers to act on reducing TCO.

Operational Intelligence offers Enterprise Connectivity with solutions that target TCO reduction and enable operational visibility.

ENTERPRISE CONNECTIVITY

ASSET MANAGEMENT

Remote device triaging to enable real-time troubleshooting:

STANDARDIZE IT ASSET DATA

Along with Honeywell mobile computers, **manage IoT devices** including Honeywell scanners and printers

Bulk device enrollment and auto device discovery and enrollment

Device onboarding via QR code or XML file

Kiosk mode launcher and industrial browser

SOFTWARE

Software version monitoring

Software update: OS, firmware, security patches, applications

Latest available Honeywell software built-in

Advanced device grouping

Configuration update with built-in Enterprise provisioner

Scheduled updates

REMOTE DEVICE CONTROL

Device remote wipe

Device remote control and file browser

ACTIONABLE INSIGHTS/ALERTS

Predicts issues before they happen or alerts in real-time:

DEVICE PERFORMANCE MONITORING

Battery health, age, cycles, location, temperature and charge events

Device drops, location, software levels, alerts, events, site movement, usage levels, reboots, application usage, connection status, wireless status, scan volume, battery trends and properties

On-demand telemetry

User activity, check-out/in monitoring

MOBILE DEVICE PERFORMANCE

Mobile device–specific performance: scanning, reboots, usage, drops, applications, network usage

PRINTER PERFORMANCE

Print head, media and ribbon status, media consumption, alerts, events, FW levels, properties, security monitoring and alerts

Printer-specific performance: volume, battery health, temperature, print head, media/ribbon, printer settings, memory, verifier, utilization and security

SCANNER-PERFORMANCE

Scan volume, properties and events

Scanner-specific performance: usage, battery, connectivity, Wi-Fi parameters and Bluetooth

WORKFLOW AUTOMATION

Alerts workers on how to address issues when they happen and support staff on how to prevent issues before they happen:

BATTERY HEALTH

Battery health and low battery for front-line worker workflows

DEVICE RECOVERY

Device location and movement tracking with lost device finder

DEVICE HEALTH

Cleaning task assignments and compliance monitoring

ASSET CHECK-OUT

Fully visible worker self-service asset check-out

SOCIAL DISTANCING USER ALERTS

Alerts workers when they are not in compliance with established social distancing protocols

OPERATIONAL
INTELLIGENCE

Honeywell Operational Intelligence is the sum total of what our customers told us they needed for a robust solution to manage the operational lifecycle of their mobile device fleets productivity.

To learn more about how Operational Intelligence can help you get the most out of your IT assets and help your employees return to work, contact us today for a demo.

THE
FUTURE
IS
WHAT
WE
MAKE IT

—

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