

HONEYWELL SMART TALK UNIFIED COMMS FOR SUPPLY CHAIN

Smart Communications for
Any Device, Any OS, Anywhere

Application Brief



Honeywell

TODAY'S SUPPLY CHAIN CHALLENGES

Workers in Warehouses, Distribution Centers (DC) and within Transport and Logistics (T&L) need reliable and powerful communications tools, whether at the depot, on the road or on the customer's doorstep.

To empower workers to deliver truly remarkable customer experiences requires a technology solution that will give them constant and instant connection to other workers, to operations, to customers – to the entire Supply Chain ecosystem, all at the touch of a button.

ENHANCING THE WORKER'S EXPERIENCE: INTRODUCING HONEYWELL SMART TALK

Honeywell Smart Talk is a true voice-enabled unified workforce communications application for the Supply Chain environment that tackles the problem of fragmented communications. Users receive enterprise-grade security for voice calling, text and media messaging and user presence. Smart Talk can be added to most types of mobile devices workers already carry. Device-enabled employees are always connected and able to access critical information from company

headquarters and operational dispatch while out on the road making deliveries. This minimizes contact as they continue to maintain social distancing, while keeping their focus on meeting logistics needs.

Smarter communications for the entire team are enabled from a single mobile device. One device to manage and maintain. One device replacing the need to support and buy consumer mobile phones. With a constant and instant connection, workers have the tools and information they need to deliver exceptional customer experiences. Honeywell Smart Talk enhances employee engagement and productivity for faster and better outcomes.



1. Source: Forbes Insights

AN ALL-IN-ONE COMMUNICATIONS SOLUTION FOR DISTRIBUTION CENTERS AND TRANSPORTATION & LOGISTICS

Push-To-Talk (PTT)

Calling, Voicemail, Call History, Call Recording

Video, Instant Messaging, Group Messaging

Supports Backend Systems, Call Park, Transfer, Call Pickup



User Presence, Contacts, Favorites

User Provisioning

User Experience Metrics and Reporting

Help Desk Access

DESIGNED FOR SECURE, EASY INTEGRATION INTO SUPPLY CHAINS AND DISTRIBUTION CENTERS

The abundance of enterprise devices in the average distribution center have added unwanted layers of complexity for supply chain operations. Users need solutions that fit into their existing IT investments. Honeywell Smart Talk meets the need.



COMPATIBILITY

Fast to Deploy with Reduced Implementation Costs

- Operating system agnostic (Apple® iOS, Android™, Windows®)
- Platform agnostic (desktop, laptop, mobile, tablet)
- Interoperability with 100+ SIP-based call server, PBX and hosted providers
- LDAP leveraged to provision users quickly



SECURITY

Advanced Enterprise Security to Safeguard Store Information and Employee Data

- Voice and messaging encryption, TLS and Mutual TLS environments supported
- MDM ready to lock or remotely wipe containers
- Secure RTP support to encrypt video and audio media streams



FLEXIBILITY

Manufacturer-Agnostic; Scalable Across Operation and Existing Devices

- Hosted and on-premise deployments
- Corporate branding available
- Annual and perpetual subscriptions
- Full suite of communications (chat, video, VoIP, PTT)



QUALITY

Seamless Roaming and Audio Quality for a Superior Call Experience

- Seamless call continuity between wi-fi and cellular
- Network monitoring and MOS score rating on every call
- Supports wide range of audio codecs including OPUS and SILK

EASY TO IMPLEMENT AND MAINTAIN, INTUITIVE TO USE

Honeywell Smart Talk is powered by [Counterpath](#), a pioneer in VoIP for unified communications and collaboration. With Counterpath's 20+ million activations and 18 years of experience built into the software user experience, training and onboarding associates and store operations users is quick and uncomplicated. The solution can be set up and managed from one central portal, with mobile device management (MDM) capabilities ensuring rapid implementation.



Deliver exceptional service and experiences for your customers. **Download the Smart Talk app today.**

For more information

sps.honeywell.com

Honeywell Safety and Productivity Solutions

300 S Tryon St Suite 500
Charlotte, NC 28202
800-582-4263
www.honeywell.com

Android is a trademark or registered trademark of Google LLC. Apple is a trademark or registered trademark of Apple Inc. Windows is a trademark or registered trademark of Microsoft Corporation. All other trademarks are the property of their respective owners.

Smart Talk Supply Chain Application Brief | Rev B | 05/21
© 2021 Honeywell International Inc.

THE
FUTURE
IS
WHAT
WE
MAKE IT

Honeywell