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June, 2017

HONEYWELL SERVICES

EMEA Partner Webinar

Honeywell
THE POWER OF **CONNECTED**

Agenda

- Introduction to the updated Honeywell Repair Contract Portfolio
- Introduction to the Honeywell Service Provider (HSP) Program
- Introduction to Continuity Services
- 2017 Service Road Map

Honeywell Repair Service Contracts

Break/Fix Portfolio Updates

- **Honeywell Repair Contract Options**

- Basic
- Plus
- Complete
- **Wear and tear coverage will be discontinued**

- **Contract Add Ons**

- Battery Maintenance
- Software Image Management/Reload

- **Per Incident Repairs**

- Flat Rate Repairs
- Flat Rate Repair Contract **(Coming in 2017)**

- **Datamax-O'Neil printers** will transition to the Honeywell service contact coverage and SKUs **in Q3**

Honeywell Repair Contract Portfolio

Think about how much your business depends on the devices, and how your employees will treat them.

COVERAGE

Non-warranty/ Non-contract

- ✓ Flat Rate/T&M per incident paid repair
- ✓ 10-15 business day

Warranty/Basic

- ✓ Material defects
- ✓ Online technical support
- ✓ Software updates for 90 days
- ✓ 10-15 business day

Plus

- ✓ Accidental damage coverage
- ✓ Device replacement – for active rugged or stationary products
- ✓ Material defects
- ✓ Wear and tear
- ✓ Cleaning and preventative maintenance
- ✓ Online technical support
- ✓ 24x5 telephone support
- ✓ Software updates for 90 days
- ✓ 1-5 business day turn
- ✓ Multi-year options
- ✓ Lifecycle Service Support

Complete

- ✓ Accidental damage coverage
- ✓ Device replacement
- ✓ Material defects
- ✓ Wear and tear
- ✓ Cleaning and preventative maintenance
- ✓ Online technical support
- ✓ 24x5 telephone support
- ✓ Software maintenance for browser
- ✓ Battery replacement
- ✓ Printhead replacement
- ✓ Cutter/platen roller replacement
- ✓ Coverage for docks/chargers
- ✓ 2 business day turn option
- ✓ Advanced exchange option
- ✓ 5 year term
- ✓ Lifecycle service support
- ✓ Basic device health (TBD)

VALUE

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Choose the Offering That Best Suits Your Business Needs & Budget

Basic (June 2017)

For customers with light duty use case who want additional protection against defects only.

Lowest cost option: When devices aren't mission critical, and the chance of damage is low, Basic might be for you

Priority: Get priority over non-contract repairs in repair queue

Peace of mind: For devices with less than a 5 year factory warranty, Basic can extend warranty coverage for additional years



Plus

Coverage for the most demanding environments

No Questions: Comprehensive Service covers damage and wear & tear of constant use in harsh environments. For rugged or stationary devices this also includes device replacement for units damaged beyond economic repair.

No Hassles: No need for a PO for every repair; you are covered.

Minimizes Downtime: Multiple turn time options from 2 or 5 day turn to keep units on the job, not in the repair depot.



Complete (June 2017)

All the benefits of Plus AND Coverage on Accessories

Your deployment is more than just the mobile computer, printer or scanner – accessories can have a major impact on productivity

Stay Powered: Batteries, Dock/Chargers, and Cables required to power the devices are covered

Reduce Incidental Costs: Wear parts covered. For Printers - Printhead, Cutter and Platen Roller replacement keeps units performing optimally

Save on Spares Costs: Advanced Exchange or 2 day turn to get units back into your hands quickly



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The ONLY Contract a Customer Will Ever Need

Adders

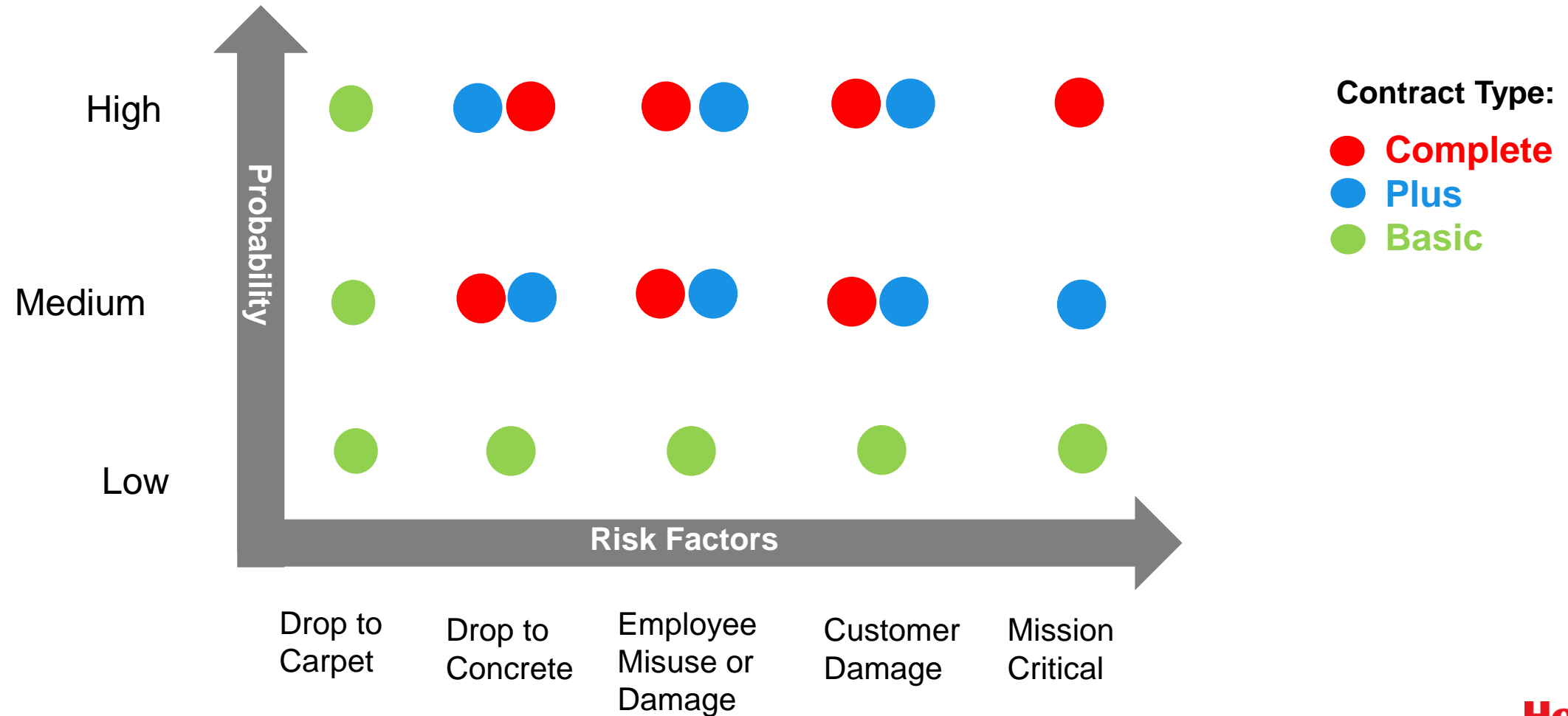
- **Battery Management includes:**
- One replacement battery per covered device for a 3-year service or 2 batteries for a 5-year service;
- Bulk shipment of replacement batteries to a central location;
- For a 3-year contract – Battery replacement recommended at 18–24 months from deployment of mobile computer;
- For a 5-year contract – First battery replacement recommended at 18–24 months from deployment of mobile computer, and at 36–48 months for the second shipment;
- Customer has option of requesting half or all of the replacement batteries per shipment, per replacement window;
- Minimum coverage volume is 50 units.

- **Golden Image Service includes:**
- Loading of customer-provided “golden image” onto units returned to HSPS for repair;
- Minimum coverage volume is 100 units;
- Customer entitled to 2 image updates per year.
- Without limitation, this service does not include:
 - HSPS products not covered by a valid HSPS service contract;
 - More than 2 image updates per year – \$500 (or local equivalent) fee for each additional update.

Contact your regional Service Manager or Solutions Architect to determine if this solution is available for your customer.

How do I help a Customer Choose?

Consider the application environment



Honeywell Service Provider (HSP) Program

Honeywell Service Provider Program (Q3 2017)

• Overview

- The Honeywell Service Partner Program (HSP) is a single program that offers Honeywell printer sales partners the ability to service product to help drive product sales
- Increases profitability by driving Service Contract sales
- And enables the provision of an enhanced service experience to our end customers



• Key Points

- Open to all Honeywell, Intermec and Datamax O'Neil partners
- Covers fixed and desktop printers only
- €5,000/£5,000/\$5,000 Annual Fee



HSP Program: **Benefits**

- **Partners will have access to:**

- Discounts for Service contracts & Service spares
- Technical support and escalation
- On-line service spare part information and pricing
- Technical training on HON printer products
 - Includes pro-active product updates
- Technical or Firmware revision updates
- Partner Portal, Price books and Documentation
- Replenishment of parts for Warranty/Contract
- Honeywell repair systems will be used which promotes best Honeywell repair practices



HSP Program: Options

- **For All Partners:**

- *Improve your margin by selling Honeywell Contracts*
- The repairs are provided by Honeywell

- **For Partners outside of a Honeywell Service Coverage area:**

- *Improve your margin by selling Honeywell Contracts*
- Act as a Subcontractor and repair on our behalf
 - For products you sell
 - Free parts replenishment
 - Labour reimbursement

- **For Partners that can offer a higher level of service:**

- *Offer your own service contract type to your customers*
- Perform the repair yourself on products you sell
 - Requires a Parts Only contract with Honeywell for each device under own contract

- **Warranty & Time and Material repair**

- Support with spare parts replenishment



HSP Program: **Next Steps**

- **HSP Program will begin rollout in Q3/17**
 - Existing IPSP/ASC partners will be contacted first to discuss the migration
 - Potential new partners can be assessed at this time, but will not be placed on the program until existing partner migration is complete



We know that this will help you increase your profitability and enhance the service experience provided to our mutual customers.

We look forward to working with you on this in the future.



Continuity Services

Continuity Services

• Buyback Opportunities

- Honeywell Service may buyback customer's equipment from time to time
- CK3B, CK70, CK71, CS40, CV30 and other products
- For more information contact your local Honeywell Representative

• Refurbished Unit Sales

- Only available for products that have reached End of Build
 - Sold Directly to partners
 - Availability is limited
 - Only available for customers needing additional units to bridge the time between today and their technology refresh

• Rental Services – Peak Season, Event, Migration

- Current Products, CK3, CK71, CT50,
- Legacy Products: CK3B, CN50, CN70
- Future Products: CN75, CK75, EDA70, Autocube



Peak Season Demand

Event Management

Facilitate Migration

• Recycling Services

- Available for limited opportunities

Honeywell Service is Evolving

Sneak Peak



- Flat Rate Contracts



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The Road To The Future Continues To Develop

Flat Rate Contract (Coming 2017)

For customers who want the predictable cost of a contract and the flexibility of flat rate – flat rate bundles.

Predictable Price: Buy now to lock in price, use over next 12 months

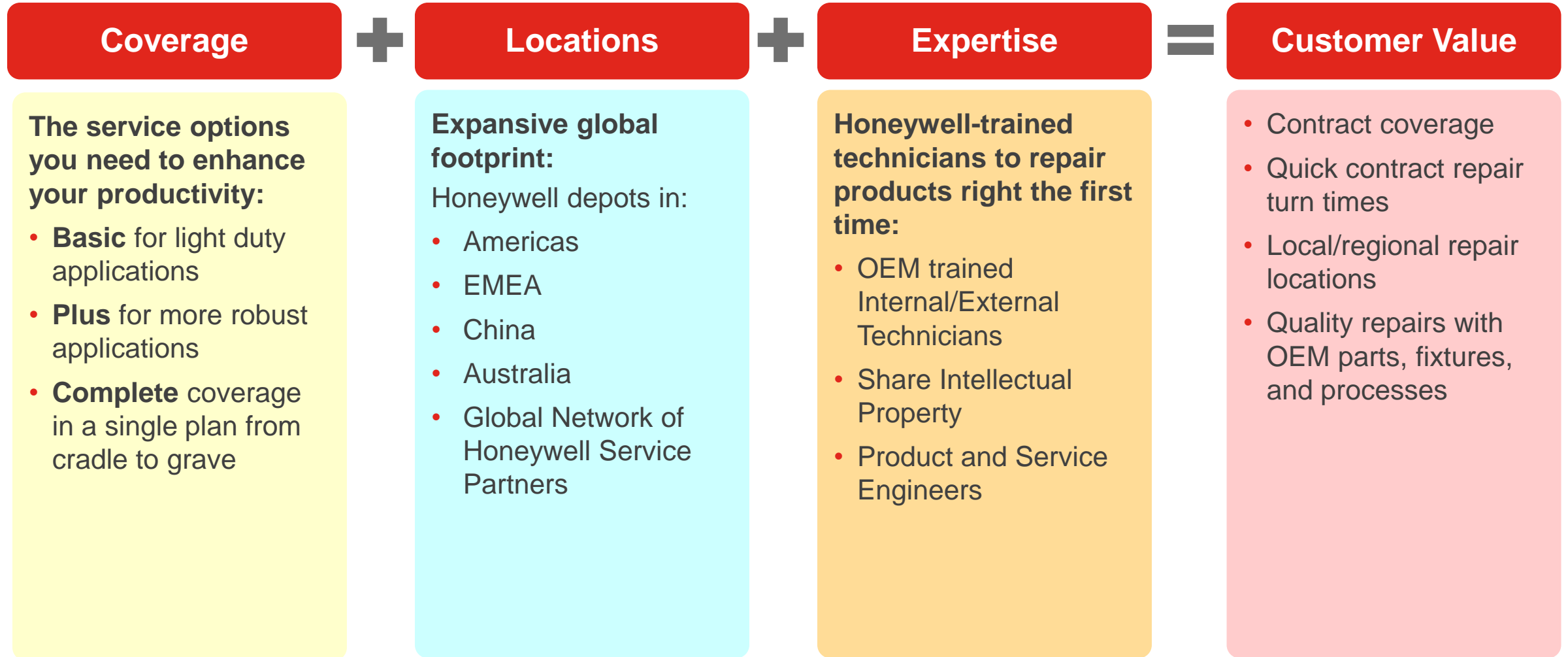
Reduce PO Administration: Pre-buy bundle of 5, 10, 25 repairs

Flexibility: Use on any device in the pricing tier of the bundle






Summary

The Services Value Proposition



Take Away

- Optimised contract offerings simplify selling contracts;
- Easy upsell contract types and add on contract items;
- Honeywell Service Program enables greater printer sales, improved margins, and enhances the customer service experience;
- Continuity Services (Refurb/Rental/Recycle) support customers until its time to refresh;

Complete Repair Services The only contract you will ever need. Comprehensive coverage for your productivity product as well as accessories and wear items.		Plus Repair Services Plus Service covers damage and wear and tear for use in harsh environments. For rugged products, device replacement is available.		Basic Repair Services Basic Repair Service provides peace of mind coverage saving both time and money for products in light duty applications or gentle environments.	
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Honeywell Service - evolving to meet customers requirements.

Thank you for your participation!

Please let us know if you have any thoughts about how we can make Honeywell Services a better enabler for you and your customers



Glen Taylor – Product Service Manager (Mobility and Fixed Printer)
Jacki Cole – Product Service Manager (Scan and Mobile Print)
Nigel Spicer – Global Service Marketing

Appendix

Additional information to help you successfully sell service contracts and the value of Honeywell Service.

These are slides you can use in presentations with your customers.

Honeywell SPS Core Services Statements

- Honeywell provides a range of services to support customer needs and **maximize solution availability and workflow performance**
- Honeywell certified service and repair programs are designed with one objective - to **Improve customer productivity**
- **Your business requires maximum device availability**— your technology solution needs to be installed correctly, operate smoothly, and when repair is required be fixed quickly with a minimum of disruption



Key Areas Impacting the Service Experience



Infrastructure

- Tight linkage to manufacturing
- Accurate forecasting for parts
- Quality analytics for reporting
- Advanced wireless services



RMA Request

- On-Line portals for easy communication
- Email or phone



Service Level

- Full range of cost effective contract options
- Comprehensive
- Factory warranty with extensions
- Flat rate/ billable repairs



Turnaround

- Advanced exchange
- On-site
- 1-2 day in Depot
- 5 day in Depot
- 10-15 day Depot



Repair

- Honeywell -trained technicians
- Accurate troubleshooting
- OEM parts only
- Engineering changes
- Always the current revision of parts
- Preventative maintenance
- Functional testing

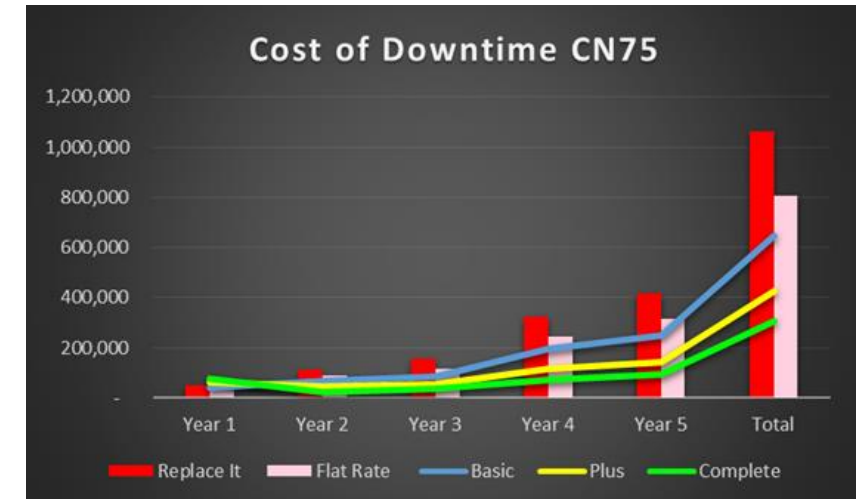


Return

- Proper packaging
- Service reporting
- Expedited return with AE to 2 day contracts
- Ground freight with 5 day or warranty

The Role of a Service Contract

- When a mobile computer, printer or scanner goes down...
 - Work **STOPS**
 - Productivity is **REDUCED**
 - \$\$\$ are **LOST**
 - You want (NEED) to get back to 100% ASAP
- With a service contract you have:
 - Repair Certainty - you know what is or isn't covered
 - Managed Uptime – you pick the defined turnaround you need
 - Maximum Confidence – repair by the OEM with OEM parts & fixtures
 - Financial Certainty – fixed costs at a lower price vs T&M
 - Ease of Business – no per transaction PO's or invoices

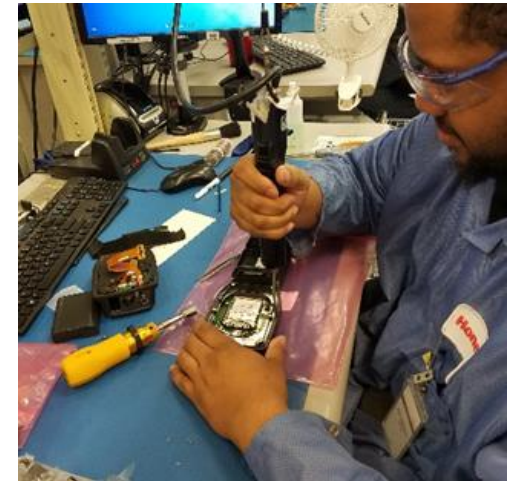


Why Take The Risk Of No Contract?

- **Without a service contract, customers have:**
 - **Greater Uncertainty** - How many repairs will be required? How many spares devices will you need?
 - **Longer Repair Times** – Flat rate repairs take on average 4-5 weeks (including transit time) with no guaranteed turnaround time. Does this support your business needs?
 - **Unknown Costs** - Flat Rate pricing can be large or small based on the repair. How many will you need?
 - **Higher Cost** – Contract customers pay on average 50% less for service over the life of unit. Why pay more?
 - **Additional Administration** – Why create a PO and pay an invoice for every repair?

Why Use Honeywell Service?

- Honeywell and Honeywell Authorized Service Partners guarantee high quality on-time repairs
- Protect your investment with these exclusive Honeywell Repair advantages:
 - Factory trained technicians ensuring quality repairs
 - Genuine OEM parts guaranteed to meet product specifications
 - OEM engineered test equipment to validate repair performance
 - All engineering updates performed, ensuring highest reliability and functionality
 - Access to hardware and software engineers for difficult to diagnose issues results in lower repeat repairs
 - Repair quality that is constantly measured and continuously improved
 - Contract repairs on-time to promise at 95%+



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Honeywell Is Your Lowest Risk and Best Value Option