

# COMBAT OPERATIONAL BLINDNESS

with Honeywell Operational Intelligence

You know your operation isn't moving as effectively as you want, but you can't put your finger on exactly what to do about it. It comes from being so deeply entrenched in your day-to-day business that you become blind to the true cause of your problems.

You start to believe "this is just how it is" versus "this is something we can fix". The cure for operational blindness is "perspective". Often companies hire consultants to provide "a new set of eyes" to both spot the issues and make recommendations for how to solve them.

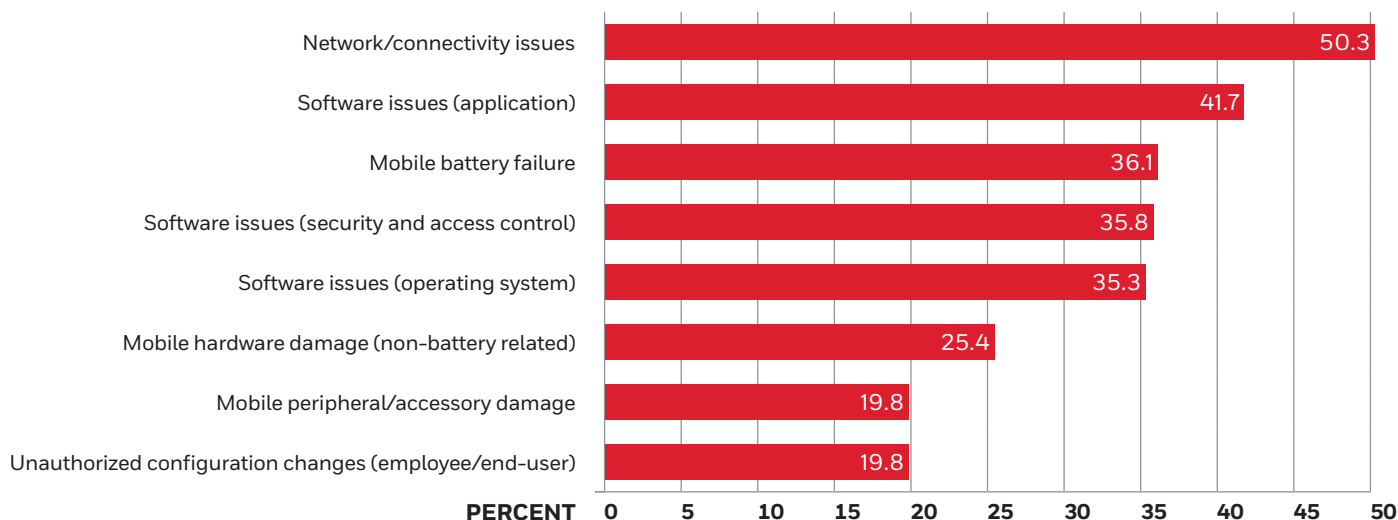
For example, you know your warehouse staff are not moving enough material a

day, but you don't know why or what you can do to speed things up. You need a new set of eyes into your operation and that is where Honeywell's Operational Intelligence can help. Honeywell has developed a software solution that constantly monitors your operation and your staff through the mobile computers your workforce is using to do their jobs.

By monitoring these devices, you can quickly uncover things in your operation that are slowing your workers down.

VDC research recently published a report, "Total Cost of Ownership Models for Line of Business Mobile Solutions", highlighting the top productivity roadblocks workers experience using mobile computer technology.

## LEADING CAUSES OF MOBILE DEVICE FAILURE<sup>1</sup>



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

Operational Intelligence provides you the tools to monitor and correct the issues that are costing you better productivity.

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# KEEP WORKERS WORKING AND REDUCE COSTS WITH OPERATIONAL INTELLIGENCE

## 4 COMMON PRODUCTIVITY BLOCKERS AND HOW OPERATIONAL INTELLIGENCE CAN HELP

### 1 MOBILE COMPUTER BATTERIES

Every operation has them and knows their inventory of batteries are in various stages of useful life. But rarely can operations tell when and how often battery issues are taking workers away from their work. An even more challenging question is why the batteries are failing to deliver a full shift of charge. Are workers not properly re-charging the batteries or do the batteries need to be replaced? If they do need replacing, should you replace all the batteries?

#### SOLUTION

Operational Intelligence knows the answers to all these questions by constantly monitoring the devices and the state of their batteries. By monitoring the condition of batteries when your workers start their shift it is easy to recognize bad charging practices versus bad batteries. But the real ROI comes when you decide to fix the problem using Operational Intelligence which can message workers that they are about to start their day with

a poorly charged battery, thus minimizing expensive productivity impacts when batteries die in the middle of a shift. Operational Intelligence also enables remote control and device triaging in the field. When the time comes to replace bad batteries, Operational Intelligence can locate bad batteries and signal your workers to replace and discard them which allows you to only spend money replacing the bad ones.

### 2 SOFTWARE ISSUES

Workers rebooting their mobile computers is a symptom of multiple issues in your operation. Pushing out a bad software update, unauthorized configuration changes, network issues and even flaky hardware issues. No matter what the cause, each reboot is time your

workers are not working. But software issues, including Operating System and Application issues are extremely common.

#### SOLUTION

Operational Intelligence monitors device reboots giving you early warning that something has changed with your

equipment that is dragging productivity down. Because Operational Intelligence is constantly monitoring your devices it knows when software has been changed, when new settings have been deployed and even what applications are doing with your network traffic load.

### 3 MISPLACED EQUIPMENT

Time spent hunting for lost equipment can be significant, not to mention the cost of replacing the asset if it is never found. It is both common and easy for mobile computers to accidentally end up in boxes, behind pallets or under shelving.

#### SOLUTION

Operational Intelligence has the ability to track mobile devices as they move around your building allowing your workers to quickly re-locate them when they turn up missing. Using the radio

technology in the mobile computers, in combination with Operational Intelligence monitoring your network Access Points, the time spent finding lost equipment can be greatly reduced.

### 4 MOBILE HARDWARE DAMAGE

Occasionally workers drop devices and while rugged devices are built to absorb some of that abuse, over time those drop events can cause internal product damage that causes devices to reboot, or otherwise lockup unexpectedly. These are some of the hardest issues to resolve because

often the issue occurs intermittently.

#### SOLUTION

Operational Intelligence constantly monitors mobile device drop events and provides various logs and alerts to let both your worker and your support team know when a device has potentially

been damaged. Worker notification alerts are a powerful way to let your workforce know that you are monitoring how they treat the company's assets even when it appears no one is watching. Sending alerts to your support staff is critical to then identify equipment that should be returned for repair.

According to VDC, each time a mobile-enabled workflow fails (i.e., dropped or damaged devices, poor or no network connectivity, application failure, battery failure) a mobile worker loses anywhere from 50 to 100 minutes of productivity. In addition, research shows the volume of inbound helpdesk requests related to supporting mobile solutions is

increasing as business-critical mobility deployments continue to expand.<sup>2</sup>

50 minutes of lost productivity times the number of incidences per day adds up to a slow-moving operation. Deploying mobile computing technology is the first step in boosting productivity in your operations, but without constant

monitoring and tuning, you're losing peak performance, and that competitive edge your leaders expect. With Operational Intelligence you can reduce total cost of ownership of devices, keep workers working and anticipate problems before they occur.

**If you are interested in a free analysis of your operation and how Operational Intelligence can boost productivity, contact us today.**

#### **For more information**

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

4 Reasons to Deploy Operational Intelligence Flyer | Rev A | 04/21  
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