

# ROI SHOWCASE

## MANUFACTURING

### Honeywell Automation & Control Solutions (ACS)

#### FieldCentrix Case Study Honeywell Automation & Control Solutions (ACS)

**Industry:** Manufacturing

**Application:** FieldCentrix FX Mobile

**Functionality:** Automates work order dispatching and equipment service

**Benefits:** Two hours of productivity per tech per week, improved cash flow and more detailed data

#### The Challenge

Honeywell is a \$25 billion diversified company with worldwide operations and numerous business units. Honeywell's ACS Service field technicians in North America are a critical part of the business's success because they are the main point of customer contact. Traditionally, field technicians received orders for service calls from Honeywell's Global Service Response Center in Atlanta and then filed paper-based reports. The system was inefficient, with Honeywell ACS Service estimating that the service operation generated more than 20,000 pieces of paper weekly, burying field technicians in administrative tasks and reducing the time available to handle customer issues.

#### The Solution

With the help of FieldCentrix, Inc., Honeywell chose to deploy 1,400

wireless-enabled Microsoft Windows-powered handheld computers that run FieldCentrix FX Mobile software. The solution

automates dispatching and record keeping, and improves overall service quality. After only a few months using the solution, Honeywell experienced a productivity gain of up to two hours for each technician every week, better cash flow because its billing cycle was shortened from two weeks to a few days and more detailed data that helps Honeywell better understand how to service equipment in the field. "FX Mobile increases our ability to provide customers with prompt service, up-to-date information and repairs that are done right the first time," says Brian Carroll, Delivery Operations Leader, ACS Service. "FX Mobile is an important part of Honeywell's commitment to apply new technologies to increase productivity, add value and better meet customer needs."

#### Improving Competitive Advantage, Cash Flow and Customer Service

Honeywell's Windows-based solution is dubbed FAST (Field Automation Service Technology). The FX Mobile application runs on an Itronix fex21 handheld computer that is rugged to military standards and comes equipped with a small,



built-in keyboard and integrated wireless capability for transmitting on CDPD, Ardis and GSM networks, with spread-spectrum capability available through a PCMCIA card. The devices not only take the place of traditional service pagers and cell phones, but also collect and report constant real-time status updates from technicians during jobs. Additionally, technicians using FX Mobile can access a detailed service history for the customer site or particular issue they are facing, and can directly contact the office and other service technicians to collaborate on problems.



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