

# HONEYWELL OPERATIONAL INTELLIGENCE SOLUTION GUIDE

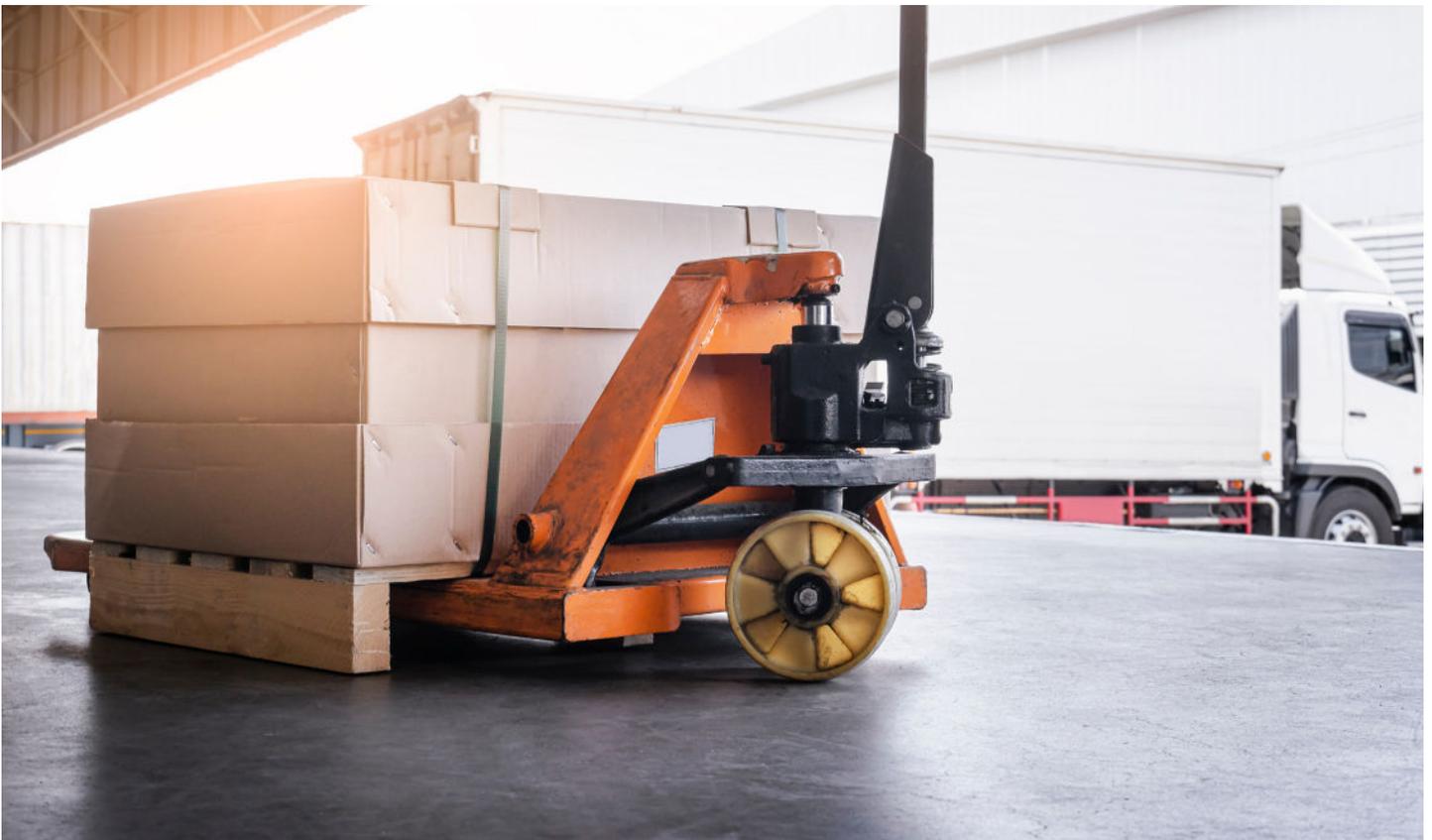
See Beyond Data with Intelligent Visibility into  
Transportation & Logistics Operations

Solution Guide

Honeywell

# BARRIERS TO OPERATIONAL EFFICIENCY IN TRANSPORTATION & LOGISTICS

As e-Commerce put more pressure on transportation & logistics (T&L) companies to work more efficiently, it's imperative that operations personnel maximize the productivity of resources to keep up with the demand.



Operational Intelligence by Honeywell is a software offering that provides intelligent visibility into workflows. Companies gain real-time access to predictive analytics, giving them the confidence to make data-backed decisions, optimize warehouse processes and manage drivers' mobile devices with actionable insights that improve productivity. With Honeywell Operational Intelligence on your side, effortlessly unearth opportunities for improvement – even the ones you didn't know were there.

# BRING ACTIONABLE INSIGHTS TO THE SURFACE

Operational Intelligence by Honeywell is a workflow optimization solution that goes beyond simply providing data - it brings valuable insights to the surface; even those you didn't know were there – empowering you to confidently improve your workflows.

We call this intelligent visibility; visibility that unearths opportunities through workflow time studies, behavioral and asset analytics, utilization metrics and more. Then, operations management can turn those actionable insights into automated workflows, such as:

## Battery health notifications

Up to 10% of devices fail before a full day's shift.<sup>1</sup> Honeywell Operational Intelligence can see not only the device but the battery in the device. It can track if the battery was fully charged when the device was turned on, and the health of the battery, such as how many charge cycles have been used and how many remain in the battery.

## Real-time battery diagnostics

The solution can also be configured to alert your staff when a bad battery has been discovered so you can take steps to remove it from your inventory before a driver takes it on the road and it wastes your driver's valuable time and productivity.

## Device check-out/check-in

Enable full visibility and accountability by knowing who on the team has each device throughout each shift, audit daily transactions to review incidents and have total confidence that each device is being returned at the end of each shift.

Operational Intelligence by Honeywell supports additional functionalities and actionable insights that improve driver safety and productivity:

- Application usage and analytics
- Device usage monitoring
- Device drop analytics
- Printer usage and analytics
- Remote control capabilities

## Enhance Driver Safety Measures

With the actionable insights uncovered from Honeywell Operational Intelligence, T&L companies can help ensure drivers are operating efficiently while on the road with data insights into driver activity. It also enables drivers to communicate real-time updates on deliveries with customers, as well as help them get back to the office if they've worked more than the 11-hour maximum in a 24-hour period.<sup>2</sup>

1/3

of devices are projected to go missing

60-100

minutes lost in worker productivity per device issue

10%

of devices fail before a full shift ends<sup>3</sup>

1. VDC Research Group, Inc. | Enterprise Mobility, "Total Cost of Ownership Models for Line of Business Mobile Solutions," December 2018
2. FMCSA, "Summary of Hours of Service Regulations," September 2020
3. VDC Research Group, Inc. | Enterprise Mobility, "Total Cost of Ownership Models for Line of Business Mobile Solutions," December 2018

# IMPROVE DRIVER AND WAREHOUSE PRODUCTIVITY

While e-Commerce has been rapidly gaining in popularity, there are even more packages being delivered than T&L companies have ever seen before. Not only is demand high, but digitally savvy customers also want real-time updates (i.e. where the package currently is, whether it has been delivered, picture proof showing it has been delivered, etc.) and “The Amazon Effect” has increased expectations for delivery speeds.<sup>4</sup>

Any impact on driver and warehouse worker productivity goes a long way in helping T&L companies meet heightened demands and customer expectations. Actionable insights and automated workflows from Operational Intelligence by Honeywell play a critical role in helping company leadership optimize processes and find areas to help improve driver productivity and drive delivery costs down:

- Get back up to 1.5 hours in productivity per worker, per device issue solved with automated workflows and actionable alerts and insights.<sup>5</sup>
- As much as 83 minutes of time per issue is wasted trying to resolve device issues.<sup>6</sup>
- Experience up to an 8% reduction in mobile trouble tickets opened with actionable insights.<sup>7</sup>



4. Economist, “How American retailers have adapted to the Amazon effect,” August 2021.
5. Honeywell, “Operational Intelligence.”
6. VDC Research Group, Inc. | Enterprise Mobility, “Total Cost of Ownership Models for Line of Business Mobile Solutions,” December 2018
7. Honeywell, “Operational Intelligence.”



# SEE BEYOND JUST DATA WITH HONEYWELL OPERATIONAL INTELLIGENCE

Going beyond the data and leveraging actionable insights and automated workflows from Honeywell Operational Intelligence is a critical first step to making a measurable impact on productivity and profitability. The actionable insights and related automated workflows that Honeywell Operational Intelligence provides T&L companies the information they need to confidently optimize processes and procedures and increase warehouse worker and driver productivity.

### **About Peak Technologies**

Peak Technologies delivers end-to-end enterprise mobility, managed services, printing and mobile data capture solutions for performance-driven organizations focused on the optimization of supply chain and field-based business processes. Peak Technologies' in-depth industry-specific experience, state-of-the-art solutions and managed services, and exemplary customer support provide transformational business solutions and results that deliver greater ROI and outstanding value. Peak Technologies serves as a trusted business partner for some of the world's largest companies, while also supporting local and regional customers with an extensive coverage footprint throughout North America and Europe.

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