

TECHSIGHT AUGMENTED REALITY SOLUTION



Honeywell
Intelligent[®]

LIVE VIDEO ACCESS TO REMOTE SERVICE EXPERTS – ANYTIME, ANYWHERE

When it comes to maintenance operations, limiting the duration of downtime is your highest priority. At Honeywell Intelligrated's Lifecycle Support Services, we share this goal. It's the reason we offer 24/7/365 access to our expert technical support team for the industry's fastest issue resolution service.

In a perfect world, we could have a technician on-site to help troubleshoot any issues. Unfortunately, that's not always possible.

That's why we're pleased to introduce TechSight, a robust augmented reality solution that uses smart glasses to enable remote video collaboration, connecting your technicians to our expert service team to more quickly diagnose and troubleshoot critical issues. Simply put, TechSight allows our support team to see exactly what your maintenance crews are dealing with in real time, eliminating both the communication limitations of a standard telephone call and the safety concerns with handheld devices.

TECHSIGHT BENEFITS

The visual collaboration that TechSight enables delivers many benefits:

- Accurate diagnosis and decreased mean time to repair
- Hands-free video collaboration with real-time document sharing and annotation
- Expedite issue resolution without field service travel costs or delays
- Improve labor efficiencies with real-time access to our service experts.

ABOUT LIFECYCLE SUPPORT SERVICES

TechSight is an exclusive offering of Honeywell Intelligrated's Lifecycle Support Services (LSS). LSS takes a consultative approach to lifecycle management, delivering proactive, value-added solutions that reduce the risk of downtime and increase system longevity and dependability. The LSS team offers all the services, parts and support needed to keep systems running at peak efficiency. Through ongoing collaboration, we serve as a strategic partner to help maximize your return on system investment.

Our comprehensive lifecycle management programs are designed to optimize system performance by focusing on critical areas such as: technology upgrades, equipment modifications, maintenance programs, system assessments, spare parts and inventory strategies. And, by capturing system health historical data, we're able to analyze trends and be proactive about asset management and maintenance.





A COMPLETE TOOLSET TO ACCELERATE ISSUE RESOLUTION

TechSight gives our service team eyes in the field, allowing us to diagnose problems that your staff may not have the knowledge or expertise to address. Simply wear the glasses and your view of the issue at hand will be shared with our service team. In addition to video collaboration, the technology comes with a full suite of tools to help you document critical details. Capabilities include:

- HD audio and video conferencing
- Remote screenshot capturing
- Remote zooming
- Messaging
- File sharing and annotation (telestration) by the remote observer

ENABLING GREATER CONNECTIVITY IN THE DC

TechSight is just part of Honeywell Intelligrated's efforts to enable greater connectivity in DC operations and help our customers make the digital transformation. Through machine-level sensors, controllers and connected devices, we're gathering data from key inputs and delivering vital information on asset health in real time.



BRINGING YOUR ISSUES INTO VIEW

TechSight is based on augmented reality, smart glasses technology that operates on the Web Real-time Communication (WebRTC) protocol to provide secure peer-to-peer video and audio connectivity. Utilizing Vuzix M300 smart glasses, TechSight requires only a Wi-Fi connection to enable your technicians to stream live video and audio to our experts who are watching remotely on a computer.

This "see what I see" capability enables our team to guide your field technicians with annotated screenshots and other support documentation, enhancing your technicians' knowledge and showing them exactly how to resolve the issue at hand. And, with hot swappable batteries and comfortable hardware, TechSight delivers prolonged use in the field.

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THE CONNECTED DISTRIBUTION CENTER

The pace of change in modern commerce is putting tremendous pressure on fulfillment operations. To stay competitive and protect profits, companies need solutions that help them achieve maximum throughput, day-to-day flexibility, future-proof scalability and intelligence to make informed decisions.

The Connected Distribution Center helps companies make the digital transformation necessary to increase reliability, improve utilization and maximize productivity through:

- Intelligent, data-driven, high-speed execution
- Automated, adaptable processes for machines and workers
- Optimized utilization with the ability to seamlessly adapt and expand
- Insights and predictive analytics, from sensors to the cloud

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