Lifecycle Support Services
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Honeywell Intelligrated Lifecycle Support Services (LSS) take a consultative approach to lifecycle management, delivering proactive, value-added solutions that reduce the risk of downtime and increase system availability, 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 maximize your return on system investment.

Our comprehensive lifecycle management programs are designed to increase throughput, reduce operational labor and optimize system performance by focusing on these critical areas: technology upgrades, equipment modifications, maintenance programs, system assessments, spare parts and inventory strategies. By capturing historical data about system health, we’re able to analyze trends and be proactive about asset management and maintenance.
Comprehensive Support Throughout the Lifecycle

Comprised of a dedicated LSS team of more than 500 employees deployed in a national service network, we’re equipped to provide 24/7/365 support and make strategic recommendations that help you achieve your operational objectives. LSS ensures the optimal performance of automated systems and software through the following services:

- Assessments
- Parts
- Modifications and upgrades
- Field service
- Training
- Technical support

Assessments

Regardless of system maturity, assessments are critical for any successful lifecycle management program. They help companies proactively evaluate overall system performance and health risks to prevent issues and preserve system uptime. Our expert assessment team deploys a field-tested approach to gauge operational performance and conditions against established benchmarks. Upon conclusion, we provide a detailed assessment report — complete with estimates for all recommended repairs, replacements and upgrades.

Assessment services include:

- System health: overview of entire system fitness to prioritize areas needing most improvement
- Controls and electrical status: provides a snapshot of current state and recommendations to avoid downtime and manage obsolescence
- Risk assessment: identifies areas and provides proven safety modifications that are validated by a third party
- Parts management: performed by knowledgeable specialists to ensure the correct parts are on-site
- Mechanical status: of conveyors, line sorters, tilt-tray, cross-belt, palletizers, pick-to-light and cranes
- Maintenance management: analyzes current practices and recommends improvements.

A Customer-centric Model of Engagement

The LSS engagement model is designed to ensure customer safety, efficiency and dependability through an unwavering focus on maintenance, support, adaptation and optimization. LSS provides you with the exact level of support you need to achieve maximum material handling system performance at every phase of the lifecycle.

Call 877.315.3400 or email lifecyclesales@intelligrated.com to arrange an evaluation of your current equipment, systems and parts needs.
LSS works with our customers to provide a variety of cost-effective modifications and upgrades. These critical projects are managed by our team of expert engineers and project managers who make recommendations based on each customer’s operational objectives. Modification and upgrade projects help companies reconcile obsolescence and provide modern enhancements to deliver increased system capacity, flexibility and longevity.

As companies confront the challenge of modernizing their legacy control systems, LSS provides obsolescence planning for critical control system components. Modifications and upgrades include the following services:

**Controls & Software**
- Complete control platform upgrade or replacement
- Mid-life system technology refreshes
- PLC and HMI replacement
- Obsolescence- or performance-driven variable frequency and servo drive replacements
- Obsolescence- or performance-driven scanner and vision upgrades

**Mechanical & Electrical**
- Line, tilt-tray and cross-belt sorter rebuilds and upgrades for maximum efficiency, uptime and accuracy
- ZoneFlex® Advanced increases throughput up to 45%, improves product handling, and reduces side-by-sides on existing conveyor lines
- Palletizer upgrades, retrofits and repurposing to enhance operation, productivity, safety and support product and packaging changes
- Product enhancement updates (PEU) for scalable, continuous improvement

**Parts**
LSS customers have access to the material handling industry’s most robust parts warehouse and distribution network. We also provide live parts support from experienced field specialists — for everything from building a spare parts inventory to expediting critical spares for emergency repair.

Parts services include:
- More than 110,000 parts available at our self-service web store, OnTimeParts.com
- PunchOut procurement integration
- Recommended spare parts list
- Daily spare parts
- Parts by equipment
- Inventory analysis
- Parts storage media
- Parts put-away
Field Service

The LSS field service team is built to provide fast, effective responses to a wide spectrum of customer concerns — from system startups, assessments and equipment servicing to emergency responses, predictive maintenance and in-house staff support. Field service ensures maximum system utilization, extended life of equipment and minimized maintenance costs through a robust support infrastructure, including: multiple regional locations, centralized control and dispatch and 500 OEM-trained staff members.

Field service offerings include:

- Supplemental maintenance performed by regional service technicians to deliver a wide range of on-site support, including reactive and preventive maintenance
- CMMS system implementation: provides maintenance planning, labor scheduling, parts ordering and robust reporting
- Lifecycle management programs designed to address various levels of customer field support requirements
- Resident maintenance services: comprehensive on-site programs designed to maximize your material handling system investment

LCM Offerings

LSS provides a variety of lifecycle management offerings that can be tailored to meet our customers’ ongoing support needs throughout their systems’ lifecycles:

- LCM™ Peak — prepare material handling systems for the rigors of the coming production cycle
- LCM™ Manage — designed for facilities that have a capable maintenance team on-site, and need only strategic assessments and project management assistance
- LCM™ Maintain — allows facilities to completely outsource the maintenance function
- LCM™ 247 — delivers the full breadth of planning, resident maintenance and support services
Technical Support Services

Regardless of your specific organizational needs, LSS offers a full spectrum of technical support tiers to protect your infrastructure and provide the desired level of issue escalation. Our premium tier services are designed for customers who require 24/7/365 operational support assurance and the highest prioritization of issue resolution. This program gives remote access to a dedicated, U.S.-based team of expert LSS service engineers who troubleshoot issues and prioritize resolution schedules for maximum system uptime and reliability.

Technical support services include:

- Flexible support tiers matched to varying customer support requirements
- Dashboard™ for online visibility to all support service interactions
- Per-incident reporting provides a history of incidents to help identify problem areas
- Knowledgebase™ of general information pertaining to Honeywell Intelligrated products and parts
- Technical repair services by qualified technicians at computer repair labs for interface boards, touch-panels and PLCs
- NetLok™ provides the support team with high-security remote access to a customer’s network for quick issue identification and resolution

Training Services

From on-site instruction to our state-of-the-art, in-house and online learning centers, LSS provides an abundance of training options from OSHA-authorized and PMMI-certified instructors designed to equip your operations and maintenance crews with safety, system operation, maintenance and troubleshooting expertise. The reporting function of the ICampus online portal helps managers ensure that employees have completed the required training and will dispatch the appropriate staff member to work on specific issues.

Training services include:

- ICampus learning management system: Honeywell Intelligrated’s comprehensive online portal for material handling systems and equipment training
- In-house: learn about general safety, operation, maintenance and troubleshooting from our certified instructors
- On-site: operator training brings comprehensive equipment and safety knowledge to your facilities

For more information on Honeywell Intelligrated Lifecycle Support Services, visit www.intelligrated.com.
TechSight

TechSight is a robust augmented reality solution that uses smart glasses to enable remote video collaboration between your technicians and our expert service team for fast diagnosis and troubleshooting of critical issues. With TechSight, our support team can 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.

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
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