

**ON THE  
MOVE**   
Webinar Series

August 2018

**PROTECT YOUR INVESTMENT WITH  
EFFECTIVE LIFECYCLE MANAGEMENT**

**Honeywell**  
**I**ntelligrated®

# Protect your investment with effective lifecycle management

Increased complexity and shifting industry; lifecycle planning keeps you ahead

# Presenters



## Doug Bach

Sales director, Lifecycle Support Services

Doug brings more than 16 years of experience working alongside customers to develop proactive lifecycle support partnerships, ensuring long-term sustainability and reducing total cost of ownership for automated solutions. In his current role as director of sales for Honeywell Intelligrated's Lifecycle Support Services group, Doug leverages a high-energy, results-driven approach to empower teams and achieve results growing and defending market share. He specializes in aligning business and support strategy for successful long-term outcomes, leading discussions on the subject at customer events for more than 12 years.

Doug holds a bachelor's degree in aeronautical science from Embry-Riddle Aero University and holds an MBA from Arizona State University. He serves actively in his community in various volunteer roles, he co-leads, alongside his wife, a mentoring and coaching group for young married couples and enjoys cycling, hiking, running and spending time with family and friends.

# Presenters



## Corey Calla

Senior director, Lifecycle Sales

Corey has over 20 years of material handling experience, with a focus on controls engineering and management. In his current position, he is responsible for managing and developing Honeywell Intelligrated's lifecycle sales team. This includes optimizing processes and technology to grow service engagements and fulfill the post-implementation needs of Honeywell Intelligrated clients, such as technical support, mods and upgrades, system assessments, lifecycle planning and spare parts. Corey leverages previous experience managing the company's technical support engineering group, where he developed a keen focus on customer satisfaction and improving the overall customer experience.

He has a bachelor's degree in electronics engineering technology and a master's degree in computer science and business management from DeVry University in Columbus, Ohio.

# Overview — What are We Covering Today?

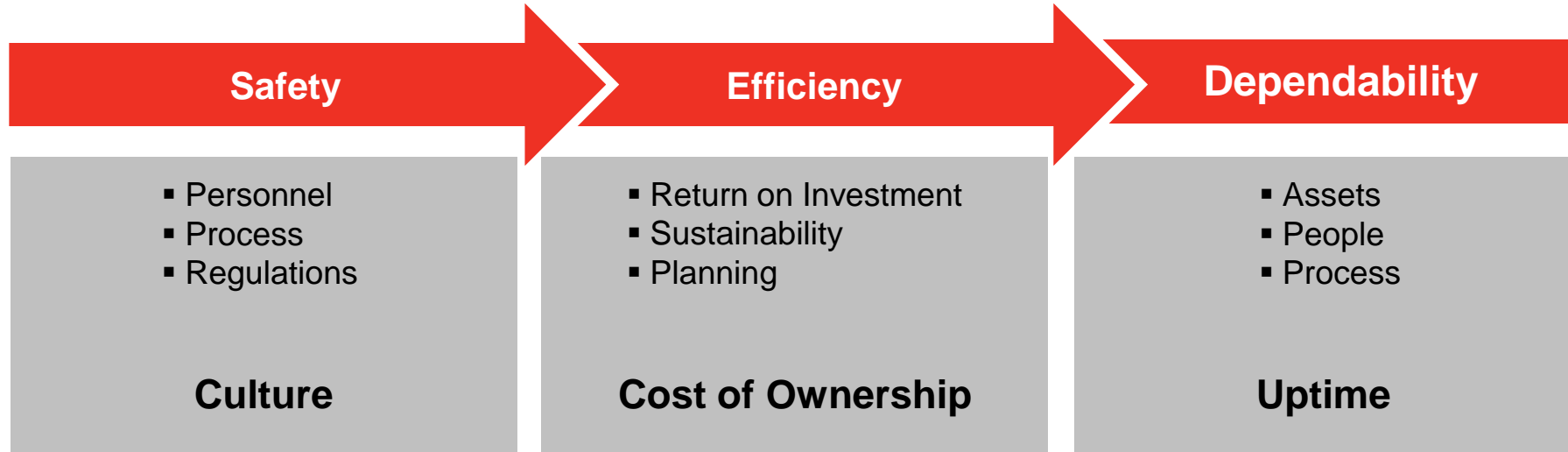
- Why lifecycle management — **Doug Bach**
- Effective lifecycle management — **Doug Bach**
- Partnering with an experienced OEM — **Corey Calla**

# What is Lifecycle Management?

A process to proactively manage the hardware, software and performance requirements to meet customer needs

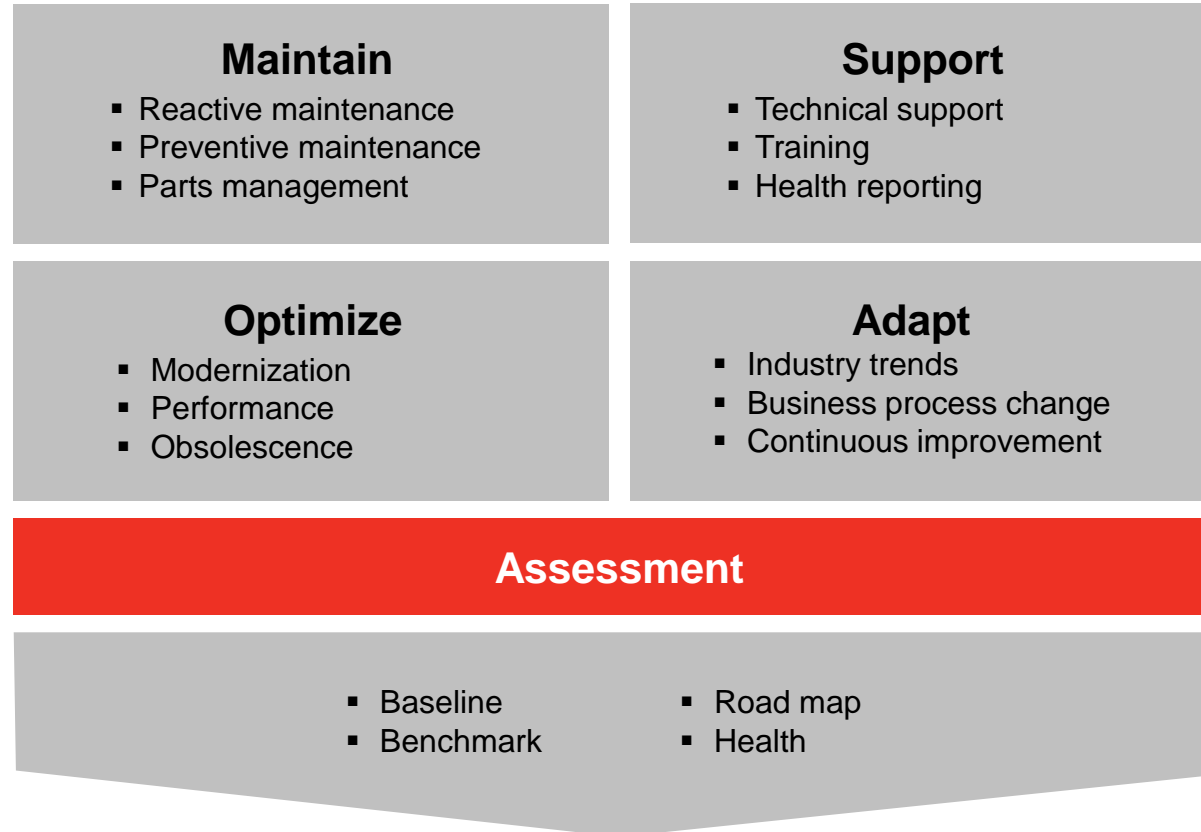
# Why Lifecycle Management?

What's important to a system/asset manager?



# Why Lifecycle Management?

## Four things system/asset managers must consider





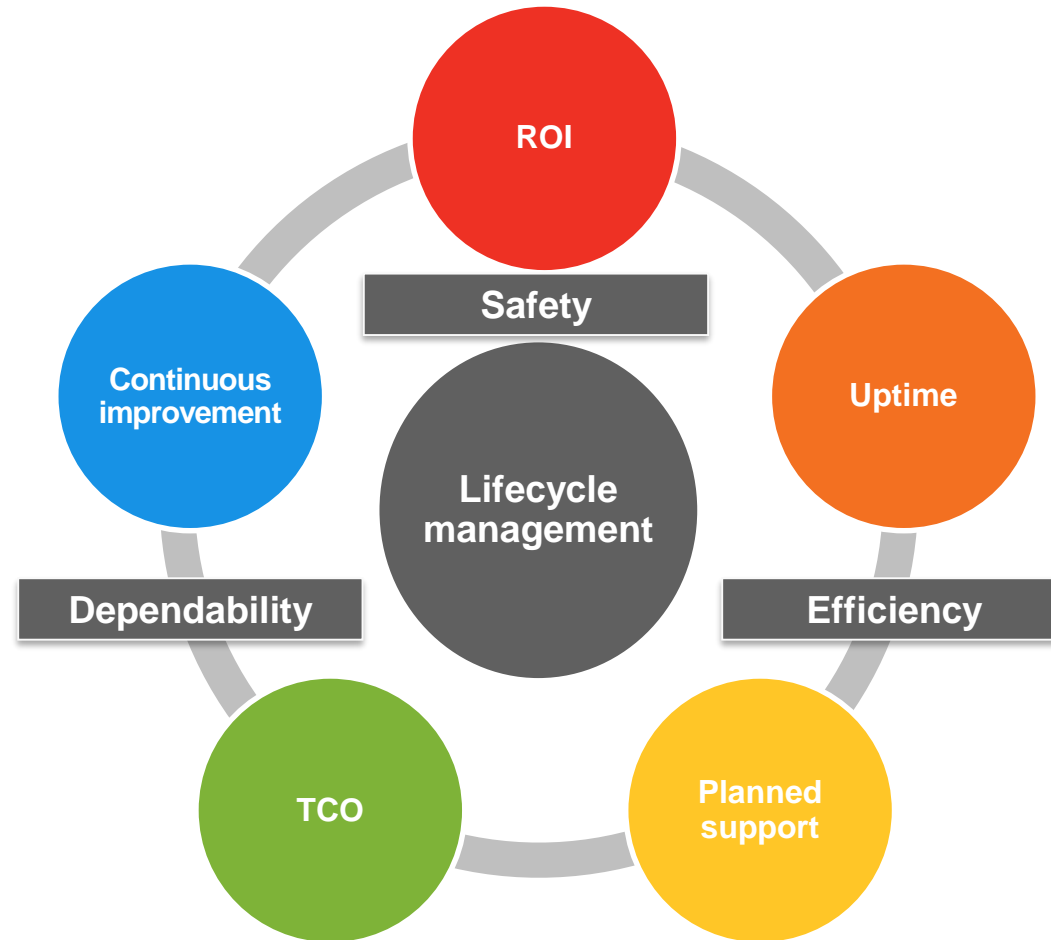
# Polling Question

Do you currently perform routine assessments on your systems?

- Yes
- No

# Why Lifecycle Management?

What is the result of sound lifecycle management?

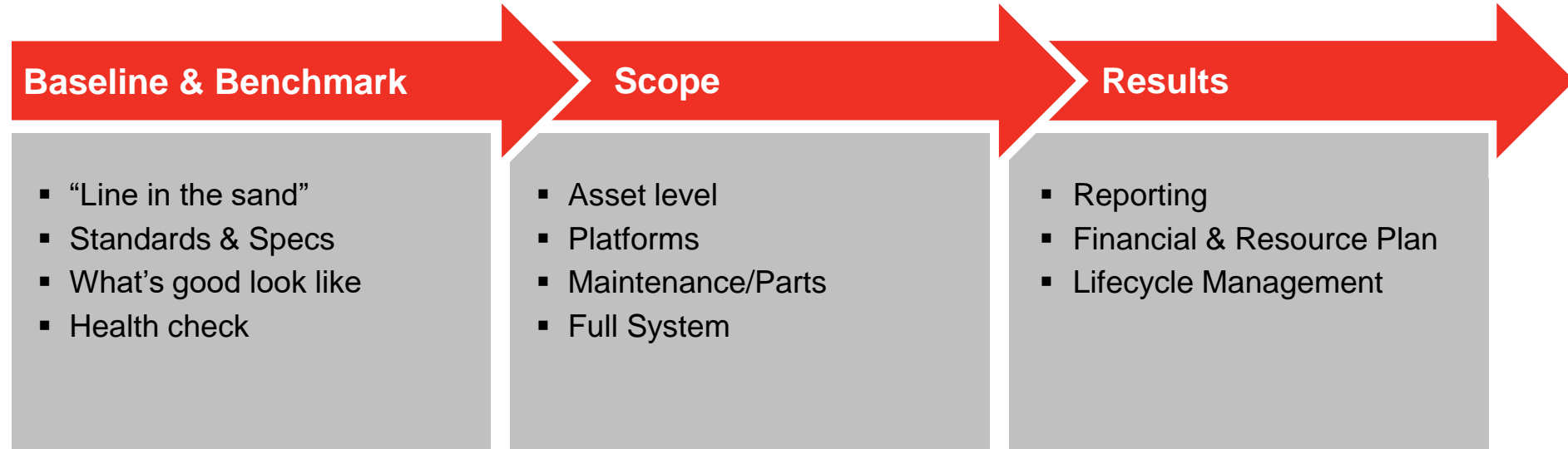


# Effective Lifecycle Management

- Foundational elements of lifecycle management
  - Assessments
  - Computerized Maintenance Management System (CMMS)
  - Asset planning

# Effective Lifecycle Management

Assessments are key, whether system/asset is new or mature



# Polling Question

How many of you currently have a CMMS system?

- Yes, and we use its full capability
- Yes, but we don't use its full capability
- No, we don't use a CMMS system

# Effective Lifecycle Management

## Computerized Maintenance Management System (CMMS)

### Implementation

- Flexible software
- Processes and specifications
- Dedicated SMEs
- Asset list

### Labor productivity

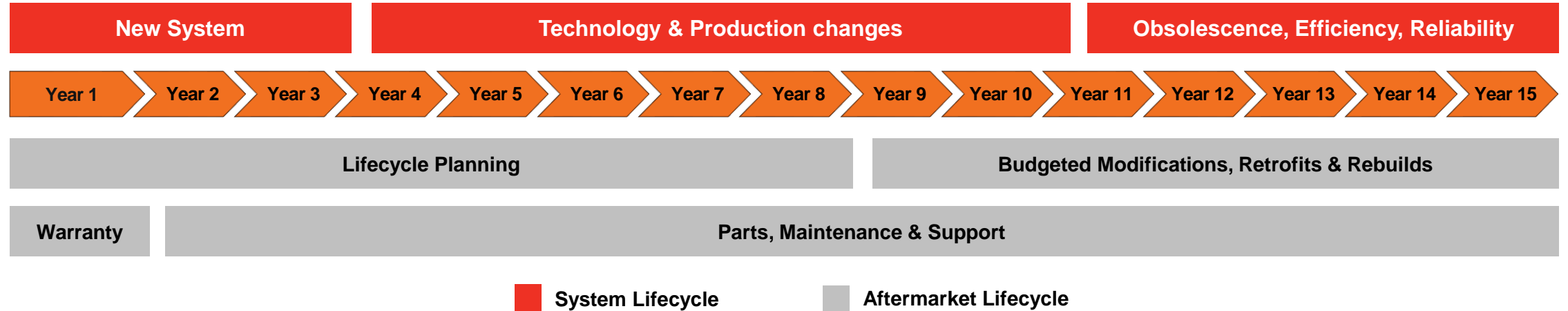
- Planned job
- Procedures
- Parts and tools

### Asset performance

- Reporting and analytics
- Inventory management
- Proactive approach

# Effective Lifecycle Management

## What is in a typical lifecycle plan?



### Asset Lifecycle Plan

- Assessment: Where is the asset on the road map?
- History (CMMS): What are the patterns of my system?
- OEM: What are the specified maintenance activities?

# Polling Question

I have worked with an OEM partner to analyze spare parts inventory and usage in the past:

- 0–6 months
- 7–12 months
- 13+ months
- I have not worked with an OEM partner to analyze spare parts



# Partnering with an Experienced OEM

How many of you currently have a CMMS system?

- Why the OEM is important to lifecycle management
  - Support network
  - Web tools and reporting
  - Trends and data

# Partnering with an Experienced OEM

## Why is the support network important?

Escalation path	Bench strength	24X7 incident recovery	Parts support	Training
<ul style="list-style-type: none"><li>▪ Quick issue resolution and minimized downtime</li><li>▪ Who do you call when you get stuck?</li></ul>	<ul style="list-style-type: none"><li>▪ Backed by engineering resources all the way back to original design</li><li>▪ Root cause analysis</li></ul>	<ul style="list-style-type: none"><li>▪ OEM-trained engineering call center</li><li>▪ Real-time incident status</li></ul>	<ul style="list-style-type: none"><li>▪ 24X7 emergency shipping of more than 15,000 SKU's</li><li>▪ Experience</li><li>▪ Order history</li></ul>	<ul style="list-style-type: none"><li>▪ Advanced knowledge of your system</li><li>▪ Emphasis on safety</li><li>▪ Training plans</li></ul>

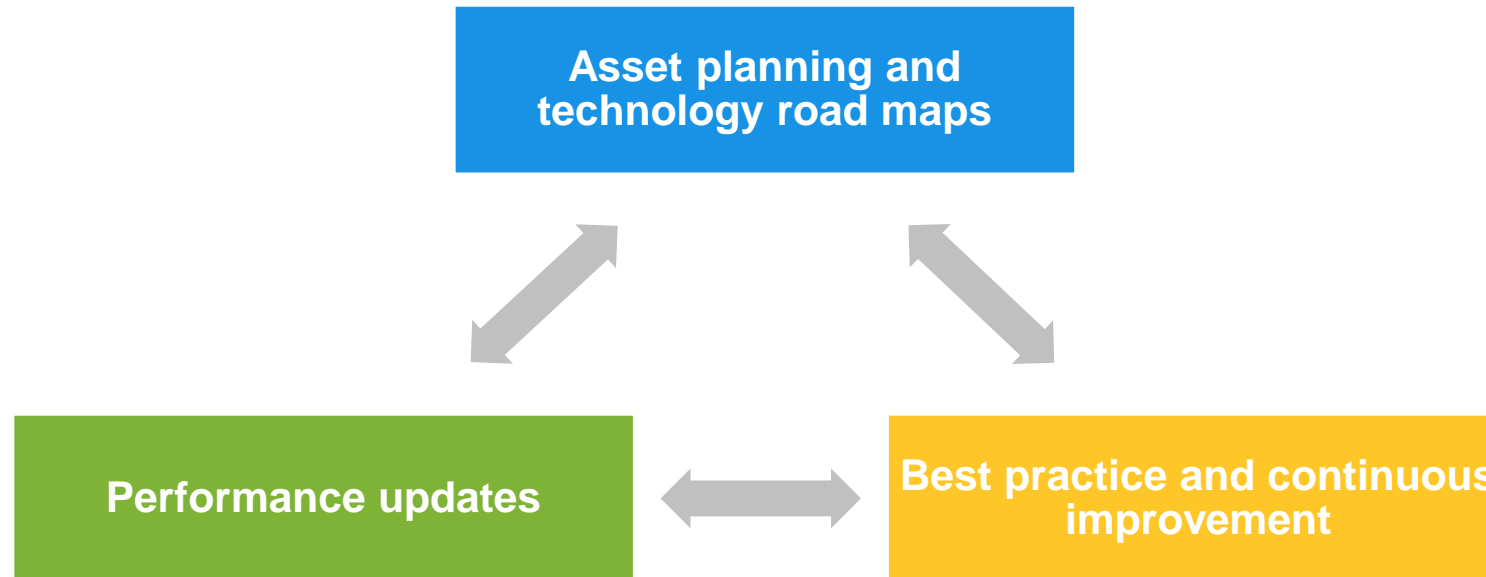
# Partnering with an Experienced OEM

Do you have access to the proper Web tools and reporting?

Parts ordering	Incident status	Reporting	Knowledgebase
PunchOut	Dashboards	Parts and warranty	Best practices
Parts by Equipment	CMMS	Incidents and health	Upgrade paths

# Partnering with an Experienced OEM

Will you have the bandwidth to keep up with trends and data?



# Questions?



Conveyor &  
Sortation  
Systems



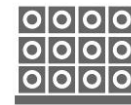
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Lifecycle  
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Operations &  
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Palletizing &  
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Solutions



Software  
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