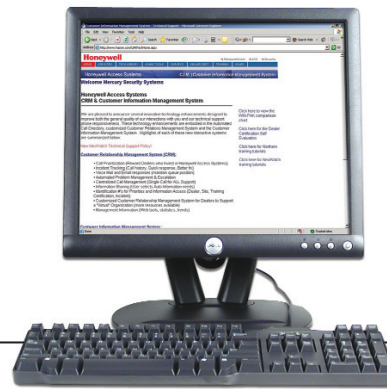


# CIM

## Customer Information Management System



Honeywell's Customer Information Management (CIM) system is an innovative eBusiness solution that empowers each member of our Integrator network to optimize the profitability and productivity of their respective organizations through anytime on-line access to critical information and interactive management tools.

### The Purpose of the CIM

The CIM was designed to maximize our Integrators' bottom line by providing them with a web-based resource center that: (1) delivers valuable, business-critical information across multiple functional areas; (2) streamlines access to a vast array of Honeywell product information; and (3) offers a centralized forum for Integrator feedback.

### Overview of the CIM Home Page

Seven feature-rich sections – Job Sites, Tech Library, Admin Tools, Surveys, On-Site Services, Service Certification and Training – comprise the CIM main menu. Simply click on any of the seven menu options available, or on one of the active links located on the right-hand margin of the page, to explore a particular benefit of interest to you. The active links supplement the content available through the main menu and connect the Integrator with topical information about Honeywell product comparison studies as well as product training.

### Section Summary

#### 1) Job Site Information Management

Designed to serve as a dynamic and interactive administrative tool for Integrators, the job site section offers a centralized resource center for documenting, storing, and organizing a variety of job-site specific information, including site history, on-site Integrator employee activities and their real-time interactions with Honeywell technical support staff, and associated PC and database repairs. The Software Support Agreement (SSA) quoting tool is also featured in this section.

#### 2) Technical Library and Detailed Product Information

This section contains one of the most comprehensive on-line libraries in the security industry. Whether for simple browsing or intensive study, visit this section for the following:

- Access to Honeywell product technical diagrams, bulletins, manuals and datasheets
- Knowledge Base containing answers to frequently asked questions relating to all product lines
- Manufactured and distributed product drivers and files available for download

#### 3) Administration Tools

The Administration Tools section is designed to help the user organize and track information pertaining to members of their staff who are either product-certified or who have interacted with the Honeywell tech support call center. In addition, the user-management function allows the Integrator to view a list of current users and to add new users and corresponding user levels.

#### 4) Surveys

This section gives users an opportunity to provide feedback on their CIM experience. Your feedback drives new CIM development, so please take a moment to share your opinion.

#### 5) On-Site Services

On-site services resources are available to prepare Integrator technicians for visits to end-user sites. Honeywell can provide training, troubleshooting, diagnostics, consulting, advanced level programming, custom engineering and more. These services are designed to expedite and facilitate the process of turning over a complete security management system project using Honeywell products.

This section also features Honeywell on-site request forms and an on-site service configurator.

#### 6) Service Certification Program

The Honeywell Service Certification Program is setting a new standard in the access control industry for quality assurance in the area of Integrator service and support delivery. The Service Certification Program has established a broad and rigorous set of service and support standards, which Integrators must attain and adhere to at all times in order to qualify and retain their eligibility in the program. This measure of quality assurance, in combination with a variety of value-added benefits extended by the program, ensures that Service Certification Program participants offer a consistently superior level of service as well as a service portfolio unique in the marketplace.



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### Service Certification Program Objectives

- Mutual establishment and agreement of clearly defined roles and responsibilities for both Integrators and Honeywell
- Investment by Integrators and Honeywell in service and support-focused resources and infrastructure
- Continuous evaluation and measurement of Integrator and Honeywell performance

Interested Integrators are encouraged to take the Service Certification Program self evaluation available on the CIM home page as a means of assessing their prospects of qualifying for the program.

### 7) Product Training and Certification

Superior product training can now be delivered as easily on-line as via the traditional brick and mortar environment. The CIM training center offers classroom and on-line training options, as well as on-line product tutorials, testing, and certification. Either register for regionally located product-training classes or enroll in self-directed learning and testing modules on line. The choice is yours!

### Obtaining Access to the CIM

Obtaining access to the CIM can be accomplished in two simple steps:

**Step# 1:** Contact your Regional Sales Manager or Inside Sales Representative to obtain your User ID and Password

**Step# 2:** Go to [www.hascim.com/CIM/](http://www.hascim.com/CIM/) and follow the log-on prompts

### Purpose of CIM-Generated ID Numbers

The CIM can assign ID numbers, classified by Integrator, Site and Installer, which grant the ID holder unique access and privileges within the CIM, based on the ID type. The Integrator ID number is used to access the Automated Call Directory (ACD) call routing system. The Integrator ID number is also associated with a specific priority level, which enables the ACD to determine placement of inbound technical support calls in the call queue.

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**For more information:** [www.honeywellaccess.com](http://www.honeywellaccess.com)

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Both the Site and Installer ID numbers are linked to the Integrator ID number. The Site ID number identifies the installation site, and verifies that the site is covered by a Software Support Agreement. The Installer ID number identifies the caller, and confirms that the caller has achieved appropriate product certification.

### Navigation in the CIM Environment

A detailed, user-friendly presentation covering navigation in the CIM environment is available by visiting the CIM web site at [www.hascim.com/CIM/](http://www.hascim.com/CIM/) and clicking on the CIM Tutorial link on the home page. No log on credential is required to access the presentation.

### Summary

In summary, the CIM is a powerful, multifaceted web-based resource center that directly benefits the Integrator by offering a web-based, eBusiness solution specifically designed to optimize business profitability and productivity through a variety of interactive management tools.

Whether using the CIM to track and report job site activity, or to access web tools, statistics, and product information on-line, or to serve as a centralized information management center that functions as a single point of contact for all service and support interactions, all Honeywell Integrators enjoy a unique opportunity to leverage this powerful eBusiness solution for the direct and immediate benefit of their businesses.

Honeywell strongly encourages Integrators currently without CIM access to contact their Honeywell Sales Representative in order to begin taking full advantage of the power of the Customer Information Management system from Honeywell.