

Value-Added Services



Honeywell offers a variety of value-added services created to assist our Integrators with a broad range of software support, database, and site installation and service issues.

Software Support Agreements

A key service portfolio component is our Software Support Agreement program. Program subscribers enjoy a wide range of benefits designed to optimize system performance, minimize downtime, as well as streamline and prioritize access to technical support resources. Moreover, the program enhances customer satisfaction and generates a recurring monthly revenue stream.

The agreement provides you and your end-user with these important benefits at no extra cost:

- Direct Access to Honeywell Tech Support Resources 24/7/365 for Emergencies via Telephone and Email
- Unique Site ID that Enables High Priority Tech Support Response
- Same-Edition Software Versions and Releases and Service Pack Upgrades
- One Centralized Number to Call
- Remote Dial-In Diagnosis via PC Anywhere or VPN Access
- Defined Priority Problem Notifications and Escalations

For sites not covered by a software support agreement, troubleshooting, diagnostic, and other support services are available at prevailing time and materials rates. Please contact our Customer Service department for pricing and scheduling.

On-Site Services

Honeywell's on-site support program performs two main roles: (1) to facilitate and expedite the process of turning over a complete security management system using Honeywell products; and (2) to complement the Integrator's regular maintenance program to ensure optimal system operation and minimal downtime.

Among the on-site systems available are training, troubleshooting, diagnostics, consulting, and advanced-level programming, for either an end-user site or Integrator location. In addition, Honeywell offers the flexibility to cover additional items beyond our normal scope of services, which allows us to implement customized solutions corresponding with each customer's unique requirements.

Value-Added Services

Fee-Based Customization Services

• Card/Cardholder Conversion

For sites with an existing database of cards and cardholder information, Honeywell can convert the database into a format compatible with our security systems, thereby eliminating the need to enter this information manually.

• Custom Report Design

Our security management systems offer standard reports for tracking cardholders, events, and other items in the system. If these reports do not meet a site's requirements, we can often create a customized report.

Database Conversions

• Reorganization of Data

If a site is making significant changes to its security system, such as shifting panels to different communication loops, reassociating cards to different access levels, or renaming/shifting notefield information, we can quickly and efficiently rename and reorganize the data in the database.

• Data Recovery

If a Honeywell Integrated Security system's database is too corrupt to repair, but some of the data is retrievable, we can very often use software tools to recreate the database from the retrievable data.

• Corruption Removal

In some cases, a database will become corrupt due to poor database maintenance practices or improper software usage. Our corruption removal services can often clean and restore the database.

Badging

Bringing a new system on line and creating a large number of photo ID badges can entail a major administrative burden for many Integrators and end-users. Honeywell can facilitate this process by supplying additional temporary badging stations, printers, and personnel upon request to assist in badging a large number of cardholders in a short period of time.

Card Test Services

When upgrading an older system to a Honeywell Integrated Security system, a facility may have a large number of credentials issued to employees. We provide a service to test an end-user's existing cards to verify compatibility with the new system.

For more information: www.honeywellaccess.com

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