

# Put Your Building to Work

Outcome Based Service: HVAC Controls and Mechanical

Connected Services



# Real-time Building Performance

Building owners and facility managers want real outcomes and bottom-line benefits fast. They are calling for solutions that help them rapidly respond to incidents, enable compliance with local standards, and improve their key performance indicators (KPIs).

Honeywell Outcome Based Service uses the growing connectivity in today's facilities to deliver greater return on investments and enhance the experience for those who visit and work inside these facilities.

## Turning Buildings into Productive Assets



By monitoring and analyzing controllers and mechanical assets, Outcome Based Service uses real-time building performance data to promote enhanced operational performance, maximize uptime and make smarter decisions on whether to replace or repair capital equipment.

Air quality and thermal comfort are recognized by industry bodies as major areas impacting the health and well-being of building occupants. Outcome Based Service combines these industry guidelines with data science to quantify and improve the occupant experience.

## Make Better, Informed Decisions to Create Real Value



Outcome Based Service promotes more efficient building performance and smarter cost management of a facility, taking a more dynamic approach towards building management than traditional maintenance by offering improved visibility of site performance and providing focused reports on service outcomes. It demonstrates where focused activities are required to promote business objectives. Root cause analysis drives continuous improvement to reduce re-occurrence of critical issues. Outcome Based Service provides broad visibility to deviations from KPIs and the status of the actions being taken to rectify them.

## How does it work – an End-to-End approach

The five pillars of Outcome Based Service provide a holistic solution to support better-informed decision-making aligned to organisational KPIs.



### Discover

#### Real-time Analytics

- Monitor and analyze controller and mechanical asset in real-time to find faults and abnormalities up to 50% faster in comparison to scheduled maintenance.



### Assess and Prioritize

#### Performance Dashboards and Reports

- Visualizes performance in line with KPIs in an easy-to-understand manner, tying maintenance directly to outcomes and empowers all stakeholders to identify priority areas and make better business decisions.

**Operational Expenditure (OPEX)** = productivity of the maintenance and energy efficiency.

**Capital Expenditure (CAPEX)** = health of critical assets to influence the repair vs. replace decision, aiding free cash flow management at low risk.

**Comfort Experience** = industry guidelines on air quality to enhance the health and wellbeing of occupants, increasing their satisfaction and productivity.



### Solve

#### Dynamic Preventative Tasking

- Instead of providing routine scheduled maintenance, efforts are focused on high-impact activities that mitigate downtime risks and improve operational efficiencies.



### Improve

#### Continuous Service Improvement

- Systematic performance reviews to help prevent and eradicate problems, reduce the risk of critical incidents and downtime through root cause analysis of reactive faults, and establish new analytics algorithms to find future problems.



### Sustain

#### Life Cycle Management

Practical lifecycle management featuring an actionable roadmap with predictable costs to help keep systems current, IT-compliant and cyber secure.

Performance Dashboards reflecting industry guidelines.

#### Honeywell Analyst



Building and system performance analysis using real-time analytics.

#### Honeywell Service Tech



Workforce management using the Honeywell Service App.

#### Customer Portal



Customer portal and KPI dashboards.

# Visibly Better Building Performance

## Boost and Maintain Operational Performance

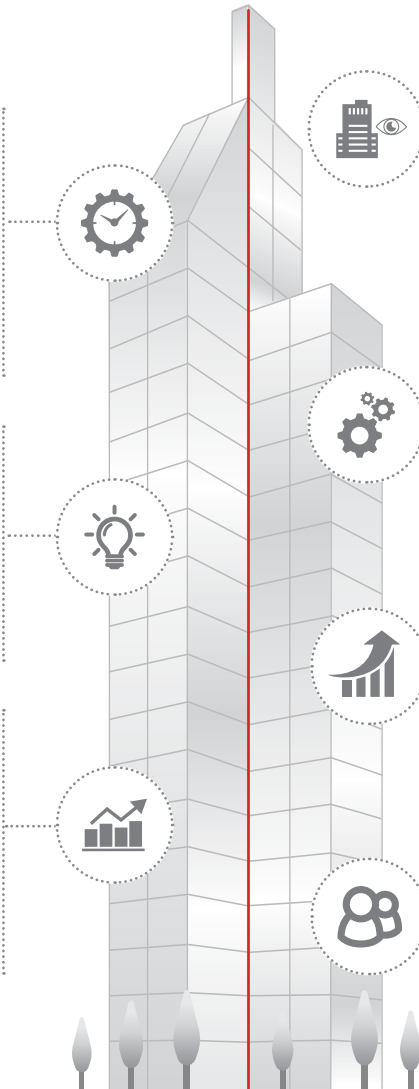
Outcome Based Service helps continually monitor and analyzes controller and mechanical asset performance through real-time analytics to enhance operational performance and return on investment.

## Better Business Decisions

Performance data informs strategic repair versus replace decisions lowering the risk of failure and enabling free cash flow. Operational insights help drive productivity of maintenance and energy efficiency.

## Energy Efficient Performance

Building energy performance tends to drop 1% to 7% each year if not monitored closely. Outcome Based Service screens for faults in the building and mechanical systems to help make buildings more energy efficient without compromising comfort.



## Ensure Business Continuity

The combination of early fault identification and dynamic preventative tasking, focusing on high impact activities, helps reduce the risk of downtime. Continuous service improvement further helps reduce the likelihood of operational downtime.

## Current and Supported

Benefit from the Honeywell Sentience™ cloud platform, powered by Microsoft® Azure, keeping your facility systems current, supported and cyber-secure.

## Clear Visibility of Performance

The web-based Customer Portal keeps you connected with your building's performance and Honeywell service performance via industry aligned dashboards and reports.

## Improve Occupant Experience

Aligning with industry standards on wellness, Outcome Based Service promotes improvement to the comfort experience and productivity of those who live and work in your buildings.

## Honeywell Connected Services

Honeywell Connected Services is a portfolio of technologies leveraging the connectivity of buildings, to improve how facilities operate and the experiences they offer for those who visit and work within them. The Honeywell Connected Services portfolio draws from the collective power of Internet of Things (IoT) technologies, cloud applications and the deep domain expertise of Honeywell's service engineers. The suite includes mobile applications: Honeywell Vector Occupant app and Honeywell Pulse™ for Connected Buildings, as well as Outcome Based Service, a smart suite of services that use real-time data and analytics to help focus maintenance activities for optimal buildings and security performance. The Outcome Based Service suite comprises three service offerings for controls, mechanical and security.

### For more information

<https://buildingsolutions.honeywell.com/ConnectedServices>

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