

# ENABLE REAL-TIME TECHNICAL SUPPORT IN YOUR DC WITH TECHSIGHT

Application Brief

## Access Live Video Collaboration With Remote Service Experts to Quickly Respond to Unplanned Downtime Events

### SITUATION

In today's demanding omnichannel fulfillment operations, unplanned downtime can significantly increase distribution center (DC) costs and disrupt customer orders and service level agreements (SLAs). Therefore, it's critical to have maintenance and repair resources available to respond 24/7/365.

However, not all DC operators can staff and train their in-house teams to provide all of the diagnostic and troubleshooting knowledge they'll need to restore a wide range of systems and processes. And considering pandemic-driven personnel restrictions, it may not always be possible to bring in outside technician resources.

Modern DCs are filled with complex material handling systems, each requiring a unique set of skills for fast issue resolution. Few in-house technicians possess this collective expertise across all of those integrated hardware and software solutions.

Compounding the warehouse systems support challenge is this reality: your hardware and software suppliers might not have technician teams located nearby. If your supplier's experts cannot be available on-site for hours or days, how can you augment your technician staff and limit the duration of downtime disruptions?

### SOLUTIONS

At Honeywell Intelligented, we're committed to helping you minimize downtime. That's why we offer all-day, every-day access to our expert technical support team.

Our TechSight video-enablement solutions utilize optional smart glasses with augmented reality capabilities or leading mobile device apps for live video conferencing. You choose how to connect. Then TechSight enables remote collaboration between your technicians and our expert service team to rapidly diagnose and resolve critical issues.

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### **Access 24/7/365 Technical Support**

In a perfect world, we could have a technician on-site with you to help troubleshoot what's causing the downtime. But that's not always possible. With TechSight, however, 24/7/365 support is available.

TechSight enables our team to see exactly what your in-house technicians are dealing with in real time. Video collaboration using your smartphone or tablet eliminates the communication limitations of a standard telephone call.

And when equipped with optional smart glasses, TechSight removes the safety concerns associated with handheld devices by enabling your technicians to receive instructions and work hands-free.

### **More Helpful Than a Phone Call**

What's the advantage of TechSight compared to simply calling a support help desk by phone?

TechSight enables our expert team to see what's happening in your DC as well as collaborate with your on-site technicians. This real-time access delivers many benefits:

- Accurate diagnosis and decreased mean time to repair
- Real-time document sharing and annotation (with use of optional smart glasses)
- Expedited issue resolution without field service travel costs or delays
- Improved labor efficiencies with real-time access to our service experts

### **Accelerate DC Issue Resolution**

TechSight makes it possible for our team to assist your technicians for rapid issue resolution. In essence, TechSight gives our service team eyes in the field. We can see and remotely diagnose issues that your in-house team may not have the knowledge or expertise to address.

What's more, we provide multiple ways to connect. Choose from the optional smart glasses or your preferred video-conferencing app on your mobile device. Either way, you'll gain access to and benefit from remote video collaboration with our system experts.



### Smart Glasses Enhance the Support

The optional smart glasses include an expanded suite of TechSight capabilities:

- File sharing and annotation (telestration) by the remote observer
- High-definition (HD) audio and video conferencing
- Messaging
- Remote screenshot capturing
- Remote zooming

### “See What I See” Capabilities

TechSight can be accessed through popular communications platforms such as Amazon Chime, Microsoft® Teams and Zoom. All you'll need to enable live video and audio streaming is a Wi-Fi connection and your mobile devices.

The optional smart glasses enable TechSight augmented reality that provides secure peer-to-peer video and audio connectivity.

We call this capability “See what I see”. TechSight enables our support team to guide your on-site technicians through fast, efficient issue resolution. If your technicians are wearing the optional smart glasses, we can also provide annotated screenshots and other support documentation, further enhancing their knowledge.

In real time, we can show your technicians exactly how to resolve issues, regardless of their location inside your DC.

### Enable Full Lifecycle Support

TechSight from Honeywell Intelligrated is offered as part of our Lifecycle Support Services (LSS), which provides all the services, parts and support you'll need to keep DC systems running at peak efficiency. We help you to drive system performance with comprehensive lifecycle management programs for your material handling equipment (MHE).

### Connect to Greater Insights

We believe that greater connectivity in lifecycle management programs is essential for staying competitive and protecting profits.

TechSight is one of the many ways we can help your organization to enhance your operational intelligence and achieve maximum throughput, day-to-day flexibility and future-proof scalability.

From machine-level sensors and controllers to connected devices and warehouse systems, we help you to gather data from key inputs. Then we deliver vital updates and insights on DC asset health in real time to enable you to make better informed business decisions.



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