

BATTERY USE CASE

Application Brief

CUSTOMER

- **Description:** Large retailer that has 500 mobile computers deployed across 100 stores
- **Issue:** High number of complaints that batteries are not lasting long enough. Because the retailer can't really tell what is going on with their batteries or their workers, they simply purchase new replacement and spare batteries each year at an annual cost of about \$60,000.

THE HONEYWELL PERSPECTIVE

At Honeywell, we believe in the power of intelligence and design products to give you more of it. For several years now Honeywell has been systematically adding "self-analyzing" software to all our hardware products. Honeywell Operational Intelligence is capable of methodically capturing hundreds of performance data points from our devices as they are being used in your operations. When this data is compiled and analyzed it provides amazing insight into many problems common to AIDC technology users.

Like the example above, batteries are one of the most common issues users of mobile technology face. So, we have developed a solution to this mystery to give our customers access to the data intelligence they need to truly know what is going on with their batteries and their workers.

THE HONEYWELL OPERATIONAL INTELLIGENCE SOLUTION

Every time a worker turns on a Honeywell mobile computer, Operational Intelligence can see not only the device but the battery in the device. We know and track if the battery was fully charged

when the device was turned on, and we know the health of the battery such as how many charge cycles have been used and how many remain in the battery. Operational Intelligence can graphically show you how often your workers begin their day with a partially charged battery and how often during the day your workforce is swapping batteries. Because Operational Intelligence knows your inventory of batteries, we can also show you a detailed listing of which batteries are not worth recharging as well as which batteries are never getting used.

With this data in hand we solved the battery mystery we started with above. What we discovered was that only **20% of this retailer's batteries were beyond their useful life and needed to be replaced, saving the customer almost \$40,000 per year buying batteries they did not need. We also discovered that 30% of the time, their workforce was starting their day with a healthy but partially charged battery.** We could also see exactly how many times each day their workers were running out of battery power before their shift was complete. And finally, we noticed that most of the battery swaps during the day were being made when the battery was still in a usefully charged state.



With this intelligence in hand, this retailer could weed out their bad batteries and adjust their battery maintenance processes to virtually eliminate battery issues from their operations. They also have the power to constantly check in on their workers to see if they are following the new charging procedures.

But we know that knowing you have “some” bad batteries is not enough alone to help you find and eliminate them. So, we added a powerful “Find My Device” feature to Operational Intelligence to help you locate the exact location of the computer using each

of your known bad batteries. So, you know the state of the battery, you know the serial number of the battery, you know which computer that battery is in, and you know the location of that computer. Operational Intelligence can also alert your staff when a bad battery has been discovered so you can take steps to remove it from your inventory before it gets used over and over, wasting valuable time and productivity.

Hopefully now you can see why at Honeywell, we believe in the power of intelligence and design products to give you more of it.

For more information

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