

# HONEYWELL EDGE SERVICES

Mobile Computers

Edge Services is a complete solution that provides support for the entire lifecycle of a mobile computer - from configuration and installation to ongoing support, migration, asset retirement, and recycling.

## SERVICE BENEFITS FOR MOBILE COMPUTERS

Honeywell mobile computers are used in a wide spectrum of industries and environments that demand durability. Trust Honeywell Edge Services to support your fleet of devices so that you never have a lag in productivity.

### Support

Edge Services supports more than maintenance, it supports the entire lifecycle of the device. Edge Services can assist with device deployment, spare pools, rentals, as well as supporting applications with a 24/7 Help Desk.

### Maintenance

Select from three levels of service and available add-on options to customize a support plan that best fits the needs of your business and budget. Basic and Gold maintenance service plans cover critical device technical support with the ability to customize with upgrade options. The Platinum Solution plan offers our most comprehensive coverage and includes not only the device and device accessories, but also Android operating system updates and Operational Intelligence.



## KEY UPGRADE OPTIONS



### Full Comprehensive Upgrade

Replaces damaged devices beyond the scope of repair.



### Sentinel Service

Provides patches and minor enhancements on Android software.



### Help Desk

24/7 telephone support for software applications.



### Battery Refresh

New batteries provided based on the length of the service contract.

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## MOBILE COMPUTER SERVICE PLANS

SERVICES	BASIC	GOLD	PLATINUM
Contract Length	1 or 2 Years	3 or 5 Years	3 or 5 Years
Operational Intelligence <sup>1</sup>	Can be added to Basic Contracts	Can be added to Gold Contracts	✓
Sentinel Service			✓
Spare Pool Management			✓
Accessory Replacement			✓
Battery Replacement			✓
Device Replacement	-		✓
Accidental Damage	-	✓	✓
Component Repair	-	✓	✓
Wear and Tear	-	✓	✓
Warranty Repair	✓	✓	✓
Technical Support	✓	✓	✓
Depot Turnaround Time (TAT)	15 Days	5 Days <sup>2</sup>	2 Days

### MANAGED SERVICES\*

Managed Deployment
Spare Pool Management
Project Management
Image Management
Help Desk
Rental Services

\*Sold Separately; May not be available in all regions.

Check with local Honeywell Representative for availability.

### For more information

[www.honeywellaidc.com/products/support-services](http://www.honeywellaidc.com/products/support-services)

### Honeywell Productivity Solutions and Services

9680 Old Baires Road  
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<sup>1</sup>Only includes Performance Professional Module

<sup>2</sup>2-day TAT upgrade available

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