

EXPERT ON CALL

Providing field workers with insight, information & communications on-demand to enable better decision making and execution

Service Note



On Demand real-time remote collaboration over audio/video call through PPE compliant, hands free, intrinsically safe/ruggedized wearable device for faster issue resolution.

THE CHALLENGE

Plant owners are responsible for maintaining the highest standards of safety and competency at all times, however they often encounter many other day-to-day challenges such:

- Fewer experts on-sites - makes it difficult to resolve mission-critical situations
- Rapid issue resolution to avoid downtime
- Increase employee productivity
- Improve communications – real time collaboration
- Reduce costs
- Maximized ROI on investments
- Manage skill gaps in the changing workforce

While these concerns aren't new, the focus and urgency has been increasing at an escalated rate.

Increasing retirements, tightening of headcount, limited site access, travel restrictions and the continued focus on quarterly results have affected the way we manage facilities, our people, technology and budgets. From digital transformation to the rise of robotic support systems, one thing is clear: innovation and the adoption of technology are the essential building blocks for success.

Honeywell's Expert on Call solution delivers information and knowledge on demand, in the field the moment you need it.

Our solution enables you to increase your worker productivity while enhancing safety so you can maximize your plant performance.



FEATURES

Intelligent Wearables – Hardware

- 100% Hands Free
- Built Ruggedized & Intrinsically Safe
- Unmatched Noise Cancellation

Intelligent Wearables – Software

- PPE Compatible
- Full shift internal battery
- Water & Dust Proof (IP66)
- Drop Proof
- Outdoor Display

Expert on Call (Librestream Onsite)

- Instant access to a remote expert via video chat
- "Over the shoulder" view so the expert can see exactly what the field worker sees
- Talk, freeze video, share high quality snapshots, and draw on screen
- Optimized for use with wireless, satellite and cellular networks

Honeywell

EXPERT ON CALL

Honeywell's Expert on Call solution concentrates on the one element of your plant you rely on the most, your people.

Unlike your plant assets, your people are mobile and are the key enabler of your plant's safety and productivity. Their skills vary by individual with each one learning and retaining knowledge differently. Expert on Call delivers information and collaboration, in real-time, for the field personnel, enabling all your plant personnel perform as well as your best performer.

It is a software solution built to run on a set of wearable and handheld technologies that provide your field personnel with connectivity, communications, information, data transfer and safety. The ability to leverage these solutions across multiple domains and applications

enable you to increase your field personnel's productivity from multiple perspectives, thereby enhancing the return on the investments you make.

Two versions of head-mounted devices based on Android are available, a ruggedized model and an intrinsically safe model. The ruggedized version, which is water, dust and drop proof and can optionally snap into safety helmets or attach to bump caps.

The intrinsically safe version is ATEX Zone 1 & CSA C1/D1 certified and can be used in wet, dusty, hot and/or dangerous environments. Both models can be used with safety glasses or corrective eyewear and provide a high-resolution micro display which fits just below the line of sight, views like a 7" tablet and is like an industrial dashboard: there when you need it and out of your way when

you don't. No scrolling, swiping, or tapping is required- just simple voice commands. Use it for remote mentor video calling, document navigation, guided workflow, mobile forms and industrial IoT data visualization.

SYSTEM REQUIREMENTS FOR EXPERT ON CALL (ONSIGHT):

- Honeywell Intelligent Wearable (Intrinsically Safe/ Ruggedized Version)
- Expert on Mobile or Desktop [Android 4.1 (Jellybean) or higher iOS 9.0 or higher Windows 7.0 SP1 or higher]
- 2.4GHz or 5GHz WiFi Hotspot with internet connectivity

For More Information

To learn more about Expert On Call, visit www.honeywellprocess.com or contact your Honeywell Account Manager.

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SO-20-05-ENG | 07/2020
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THE
FUTURE
IS
WHAT
WE
MAKE IT

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