Most users can easily install a small field instrument meshing system on their own. For larger multi-application wireless networks, Honeywell offers a turnkey solution that includes wireless assessment, design, implementation and management services. Our wireless experts have proven experience, combined with sophisticated tools and engineering practices, to give you peace of mind that your wireless network will perform at an optimal level.

To maximize the benefits of industrial wireless technology, the wireless system must operate reliably and securely with minimal maintenance. Honeywell’s OneWireless™ experts combine their knowledge of radio frequency (RF) fundamentals and wireless networks with their experience in process control networks and cyber security to provide the most dependable high-performance wireless solution for your facility.

The Honeywell OneWireless™ Service Program addresses all critical aspects of a wireless project: consulting, design, installation, commissioning, and support—ensuring a turnkey experience that will protect your wireless investment. In particular, the services encompass the following key steps:

1. **Assess Your Site’s Application Requirements**
   Honeywell’s OneWireless™ Site Assessment involves planning and designing a wireless network for a specific site that will deliver a pre-determined performance level, area coverage, capacity, and quality of service. It includes an on-site RF survey to determine possible interference, actual coverage area and the amount of equipment needed to achieve the desired functionality, as well as a review of existing wired or wireless environments to determine their suitability to support or coexist with the proposed wireless network.

   To ensure your plant’s wireless solution will perform reliably, Honeywell’s site assessment service provides a detailed analysis report reflecting:
   - Signal strength, integrity, and speed and channel utilization
   - RF coverage area
   - Security issues
   - Comments about the current RF environment that may have a negative impact if not corrected
   - Recommended antenna type and location
   - Precise infrastructure placement and mounting
   - Integration to the process control network
   - Training
   - Best practices related to RF network security and maintenance
   - Network topology drawings reflecting switches and access points to network points of entry
   - Complete bill of materials required for implementation

2. **Comprehensive Strategy for Deploying Wireless**
   Honeywell’s OneWireless™ system and network design strategy is based on a detailed study of the coverage area and existing power and network infrastructures, the goals for the implementation (both immediate and future), and a thorough...
assessment of interfering and operating frequencies currently in use or ambient in the environment.

Honeywell also designs a robust security plan and will document security requirements; identify network security threats; review existing security practices, procedures and safeguards; and identify the causes of any potential security exposures.

Honeywell builds a detailed analysis of the RF spectrum in the ISM bands in the intended coverage area, offering detailed mapping for the access point locations and the coverage areas where the access points are accessible. We design and detail your sensor networks and can integrate hard-wired Ethernet locations into the wireless backbone. The assessment considers all aspects of coverage, capacity, interference and data content so you know your information is never compromised.

Employing advanced tools and proven know-how, Honeywell’s wireless design specialists can optimize wireless system performance and reliability by predicting and mitigating interference among systems or within a shared geographical area. We also perform in-depth analyses that maximize decision-makers’ investment in infrastructure. Our comprehensive capabilities help answer the two most important RF system design questions: How well will it work? What can be done to make it work better?

3. Implement a Secure and Dependable Solution
Honeywell’s OneWireless™ Service Program offers a full range of services related to wireless system physical installation management and commissioning, such as:

- Configuration and burn-in of active network components
- Optimization of wireless components
- Development of construction scope-of-work or bid specification, if necessary (can also manage bid process and construction effort)
- Supervision of component installation and start-up to ensure proper standards and design plan compliance

The result of our implementation services is a secure and dependable wireless network with complete as-implemented documentation.

4. Manage the Effectiveness of Your Wireless Infrastructure
Honeywell OneWireless™ service experts can take on the responsibility of managing your wireless infrastructure and ensuring that your system is running at optimal efficiency, at all times. Their goal is to help you maintain utmost system stability and availability.

The OneWireless™ system management solution encompasses:

- skilled labor for preventive/corrective maintenance (remote or on-site), including scheduled calls and allowances for unscheduled support with optional guaranteed availability; parts management, including optional parts replacement (extended warranty) and parts holding (on-site or bonded) with guaranteed availability and unlimited usage; and complete software support, including optional updates and upgrades to multi-nodes and servers offered through Honeywell’s Solution Enhancement and Support Program (SESP).
Key elements of the OneWireless™ Management solution include:

**Audits & Preventative Maintenance**

Honeywell’s Preventative Maintenance services provide customers greater confidence, knowing that our service professionals have the knowledge and resources to properly maintain today’s wireless equipment.

Our preventative maintenance entitlement enables reductions in plant labor costs, overtime hours and productivity losses. Support services include detailed wireless mesh assessments with interference analysis, system security audits, and system performance audits.

**Technical Assistance Center (TAC) Support**

Honeywell’s Global Technical Assistance Center (Global TAC) is the core of expertise for Honeywell systems, aligning the Americas TAC, Asia-Pacific TAC, EMEA TAC and their regional TAC offices.

Our TAC support leverages the strength in skill sets and on-call availability of the combined TAC resources, which are strategically located throughout the world. TAC services are intended to help OneWireless™ users resolve technical questions, issues, and requests quickly.

**Updates & Upgrades**

Honeywell’s OneWireless™ Service support program delivers all of the necessary updates and upgrades to keep a plant’s wireless infrastructure up to date. Our support specialists perform a wide range of related services, including:

- Software and firmware updates
- Hardware additions and upgrades
- Scheduled battery replacement
- Signal strength logging and cable inspections

**Parts Management**

Honeywell’s Parts Management program is a way to balance the cost of maintaining a spare parts inventory against the risk of process downtime. We work with customers to ensure wireless parts and equipment are available to maximize system uptime. This includes critical systems, components or parts managed by Honeywell resources.

The Parts Management service primarily provides Honeywell parts, but third-party parts are available as required. The program has three stocking types: Priority One (P1) On-site (cold spares in the box), On-site Hot Spares (running on an integrated test or training system), and Priority Two (P2) Off-site (bonded).

**Parts & Labor Usage**

The optional OneWireless™ Parts Usage entitlement includes parts/components supplied by Honeywell and covered under the contract for usage. The optional Labor Usage entitlement includes contracted labor for system correction and software updates/ upgrades.

**On-Site Technical Response**

Honeywell’s Site Support Specialists and Field Service Engineers are highly trained and certified technicians who can help users maintain peak operations and maximize the ongoing value of their wireless investments.

Our on-site technical support solution addresses the need for skilled plant personnel, enabling reductions in labor costs, overtime hours and productivity losses.

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For More Information

For more information on Honeywell’s OneWireless™ solutions, visit our website www.honeywellprocess.com, or contact your Honeywell account manager.

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