

# WE FOCUS ON YOUR SYSTEM SO YOU CAN FOCUS ON YOUR GUESTS

## **INNCOM Services & Support**

From design and installation, to training and consultation, we bring world-class service and support—on-site, online, or on the phone.

A close-up photograph of a man with a beard and glasses, wearing a headset, smiling while working on a laptop. He is wearing a dark red, patterned button-down shirt and a watch on his left wrist. The background is a bright, out-of-focus office environment.

**Honeywell**

# INNCOM SERVICES & SUPPORT

From training and 24/7 technical support to our conveniently-bundled INNservice Plans, INNCOM provides a breadth of service offerings designed to meet any level of support for your business, system and staff.



System monitoring and maintenance are critical to ensuring you get the most out of your energy management system. The truth is, with staff turnover, budgetary and resource limitations, having dedicated, on-site technical support for your energy management system isn't always feasible.

Let us show you how INNCOM Services can help maximize your energy savings and reduce operational costs while delivering a superior guest experience.

## FREE BASIC SUPPORT

Every INNCOM system purchase comes with Basic Support, which includes:

- Product manuals, installation instructions, user guides and datasheets
- Installation, training and troubleshooting video tutorials
- Regularly scheduled webinars for INNcontrol™ 3 (IC3) and INNcontrol5 (IC5)
- Telephone support during normal business hours (8:00AM to 8:00PM EST)
- Email technical support with 24-hour response time via [support@inncom.com](mailto:support@inncom.com) (typically 1-hour response time during normal business hours)

## INDUSTRY-LEADING 2-YEAR PRODUCT WARRANTY

INNCOM will replace any component that fails during the Warranty Period in the event of product failure due to a defect in workmanship and/or material. INNCOM systems include an industry-leading 2-Year Product Warranty standard, and offer attractively-priced Extended Product Warranty options available for purchase. Each INNservice plan also includes an Extended Product Warranty.



INNcontrol 5 Dashboard

# INNCOM SERVICES

## DESIGN ENGINEERING

Our Connecticut, USA-based design engineers are eager to engage with your team to develop a custom guestroom management solution that reduces your energy costs and turns your guestroom automation vision into a reality. Combining world-class best practices with cutting-edge technologies, our experts will design your system to maximize energy savings (and ROI) while delivering a superior guestroom experience.

## INSTALLATION & COMMISSIONING

While INNCOM systems are designed to be installed and commissioned by hotel technical staff (or your preferred contractor), INNCOM offers installation and commissioning services to provide hotels with a complete system start-up and hand-off.

## REPORTING & ANALYSIS

Building on over 30 years experience in the hospitality industry, our consultative services put our expertise at your fingertips. With our Analytics Services Exchange (ASX) reports for IC3 and new INNsites Reports for IC5, we comb your data for trends, patterns and anomalies to extract insights and actionable remedies that lead to more energy savings, more efficient operations and, most importantly, greater guest comfort.

## MONITORING & OPTIMIZATION

INNCOM Energy Consultants will monitor and maintain your energy management system daily through your cloud-based INNcontrol 5 supervisor software – alerting the property of any critical system issues, providing remote technical support for any corrective actions, and identifying opportunities to optimize your hotel's EMS performance. INNsites Reports are also provided and reviewed with the engineering staff and ownership every month.

## TRAINING

You want the best possible performance from your energy management system, so we offer a broad range of training solutions to support your team throughout every stage and at every level of operations for the life of your INNCOM system.

**Online:** We offer free web-based resources for independent learning, including video tutorials, downloadable documentation and access to upcoming webinars.

**Remote:** One-on-one web training sessions based on your team's system and installation needs, delivered by our training pros—great for a deep dive into software offerings such as INNcontrol 5 and the new Analytics and Portfolio dashboards.

**On-site:** Formal on-site training is often considered to be the most effective means of knowledge transfer. Let our dedicated training professional come to you and deliver system-specific training in your real-world environment to ensure that everything that makes your property unique is taken into consideration for a comprehensive training experience.

**INNCOM Training Center:** INNCOM Core Training in our Northford, CT location offers a thorough overview of the nuances of the system and covers configuration, commissioning and modification (this training is geared toward contractors and Authorized System Integrators).

## TECHNICAL SUPPORT

Things happen, and we're ready to help. From self-help online instruction to on-site maintenance and repair visits, we offer technical support that aligns with your operational, and budgetary, needs.

**Online:** Our free online offerings include regularly scheduled webinars and a library of video tutorials and downloadable product manuals and installation instructions.

**Remote:** Honeywell offers a variety of optional remote technical support services, including 24/7 emergency technical assistance as well as scheduled Technical Service Requests that connect your staff with an INNCOM expert at a predetermined time (e.g. for server migrations, integrations or other system maintenance and upgrades, etc.).

**On-site:** Whether you need urgent system help, general system maintenance support, or assistance deploying upgrades, our service technicians are at the ready to help support your operation. Our Honeywell Network Operation Center (NOC) expert technicians dispatch to your property and work with your team to address product performance issues, network connectivity, user training gaps and other concerns to ensure your INNCOM system is running optimally. On-Site Technical Support is ideal for hoteliers with large properties, complex room automation systems or engineering staff resource and turnover challenges.



**Honeywell INNCOM Services**  
**1-800-543-1999**  
[www.inncom.com/services](http://www.inncom.com/services)

# FROM SIMPLE ASSISTANCE TO SEAMLESS SERVICE

**WE'RE HERE TO HELP YOU WITH WHAT WE KNOW BEST – SAVING ENERGY AND DELIGHTING GUESTS.**

Our experts are here to make sure your hotel, staff and guests get the most out of your INNCOM energy management system.

## INNSERVICE PLANS

### Performance & Maintenance Plan

On-site Training or Tech Day

Quarterly INNSite Report & Consultation Call\*

24/7 Telephone Technical Support

Extended Product Warranty

### Remote Service & Support Plan

One-on-One Web Training (1/2 day)

Annual INNSite Report & Consultation Call\*

24/7 Telephone Technical Support

Extended Product Warranty

## AVAILABLE SERVICES

On-Site Tech Visit

On-Site Training Visit

ASX Report & Consultation Call

INNSite Report & Consultation Call

24/7 Telephone Technical Support

One-on-One Web Training Session

Technical Service Request

Extended Product Warranty

## INNSERVICE PLAN UPGRADE

### Monitoring & Optimization

Daily EMS Monitoring & Alerts

Monthly INNSite Report & Consultation Call\*

\*for systems with IC5 only

## Contact

To learn more, contact your INNCOM Sales Representative.

**support@inncom.com**

1-800-543-1999

## For More Information

www.inncom.com

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THE  
FUTURE  
IS  
WHAT  
WE  
MAKE IT

**Honeywell**