

# BUILDING PERFORMANCE SERVICES | TIERS



## ESSENTIAL

A remote-first service contract that covers essential maintenance.

- Remote planned maintenance
- Remote emergency support
- Remote ICT maintenance
- Cybersecurity



## FOUNDATIONAL

Augment the skills of your on-site resources with experts from the Honeywell Building Operations Center (HBOC).

- Planned maintenance
- ICT maintenance
- Cybersecurity
- Sustainability
- User Training



## ADVANCED

A new way of maintaining building technology that is focused on using the connected vision and data to drive actions that keep your facilities running.

- Proactive maintenance
- ICT maintenance
- Cybersecurity
- Sustainability
- User Training
- Customer success manager



## ASSURANCE 360

Take the elements of the Advanced tier but add a performance target to the delivery of the contract, whether that is based on energy savings, comfort levels or asset availability.

- Proactive maintenance
- ICT maintenance
- Cybersecurity
- Sustainability
- User Training
- Customer success manager
- KPI Commitment