

# FIRST-CLASS FIRE SYSTEM SERVICE STARTS WITH REMOTE MONITORING

When CV Services Group needed a way to stand out from competitors with higher-quality service and lower-cost operations, the answer turned out to be simple: Honeywell Connected Life Safety Services

## Case Study

"Honeywell's CLSS platform allows us to deliver an exceptional service experience to our customers. ... We're able to manage resources in a better way and at the same time we're able to decrease revenue bleed."

— **Daniel Collier**  
Fire Services Manager  
CV Services Group



**Honeywell**

# CV SERVICES GROUP OPTIMISES SERVICE ACCURACY

As a large contractor with building clients across Queensland, Australia, CV Services Group depends on accuracy and efficiency to provide high-value maintenance services with minimal disruption.

So when their enterprise platform was falling short of expectations for managing fire-system service, they called on Honeywell for help.

## THE CHALLENGE

- Large and distributed customer service base is costly to serve and eats into maintenance contract margin
- Multiple visits to remote sites for the simplest of faults
- Time consuming report writing takes field staff away from revenue activity

## THE SOLUTION

Sitting in a product review session of CLSS the solution clicked for Daniel Collier of CV Services. Here was a way he could remotely connect with his entire customer base to address his most pressing business issues.

Through the installation of a low cost CLSS Gateway in the fire alarm panel and registration to the CLSS cloud service; CV Services could fully monitor the status of their customers fire systems remotely. Immediately the CV Service maintenance team could review system status in real time allowing them to research and prepare for upcoming site visits or address escalations with staff on site. This subsequently lead to single visit resolution; significantly reducing the time and cost call out and ultimately improving their service to customers.

During periodic site testing CLSS then delivered two further significant benefits.; the first being the ability to execute one person testing on site with a service engineer now able to view the FACP status in real time on their mobile device as their worked on site and the second being instant and accurate automated reports showing what testing had been completed. Combined both these benefits saved hours per site visit and less on site disruption; especially for their large campus customers.

CLSS has proved to be a win-win for both CV Services and their customers. Better service, happier clients, and the ability to service more customers with the same resources.

## THE BENEFITS

- Streamlined service has raised productivity and first-time fixes, lowering operational costs and increasing client trust
- One-click device-condition reports save up to an hour per test – no need to pull panel data
- Automated one-click inspection reporting saves up to 2 hours per test
- Auto-logging ensures every procedure is reported, with all actions and notes
- Digital reports supplement AS1851 logbooks, and are professionally formatted with explanations that clients find easier to understand
- Device-condition reports enable better forecasting of maintenance and costs

## For more information

<https://buildings.honeywell.com/us/en/solutions/fire/clss>

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