

DON'T WAIT TO PROTECT BUILDING UPTIME

Get faster response
with secure remote service
The Honeywell Building
Operations Centers

Secure Connection Options

A man in a white shirt and dark pants is standing in a server room aisle, working on a laptop on a blue server cart. He is wearing glasses and has a red earpiece. The server racks are dark and the floor is light. The lighting is dramatic, with strong highlights and deep shadows.

Honeywell

CHOOSE THE SECURE CONNECTION THAT PROTECTS YOUR BUILDING

Protect your uptime with proven remote service that monitors your site from a rigorous cybersecure connection.

Our expert engineers can fix up to 40% of Building Management Systems (BMS) and HVAC Controls issues more quickly without dispatching a technician to the site. That's why thousands of sites rely on us to keep their buildings running – and we're ready to help yours too.

HONEYWELL BUILDING OPERATIONS CENTERS (HBOC)

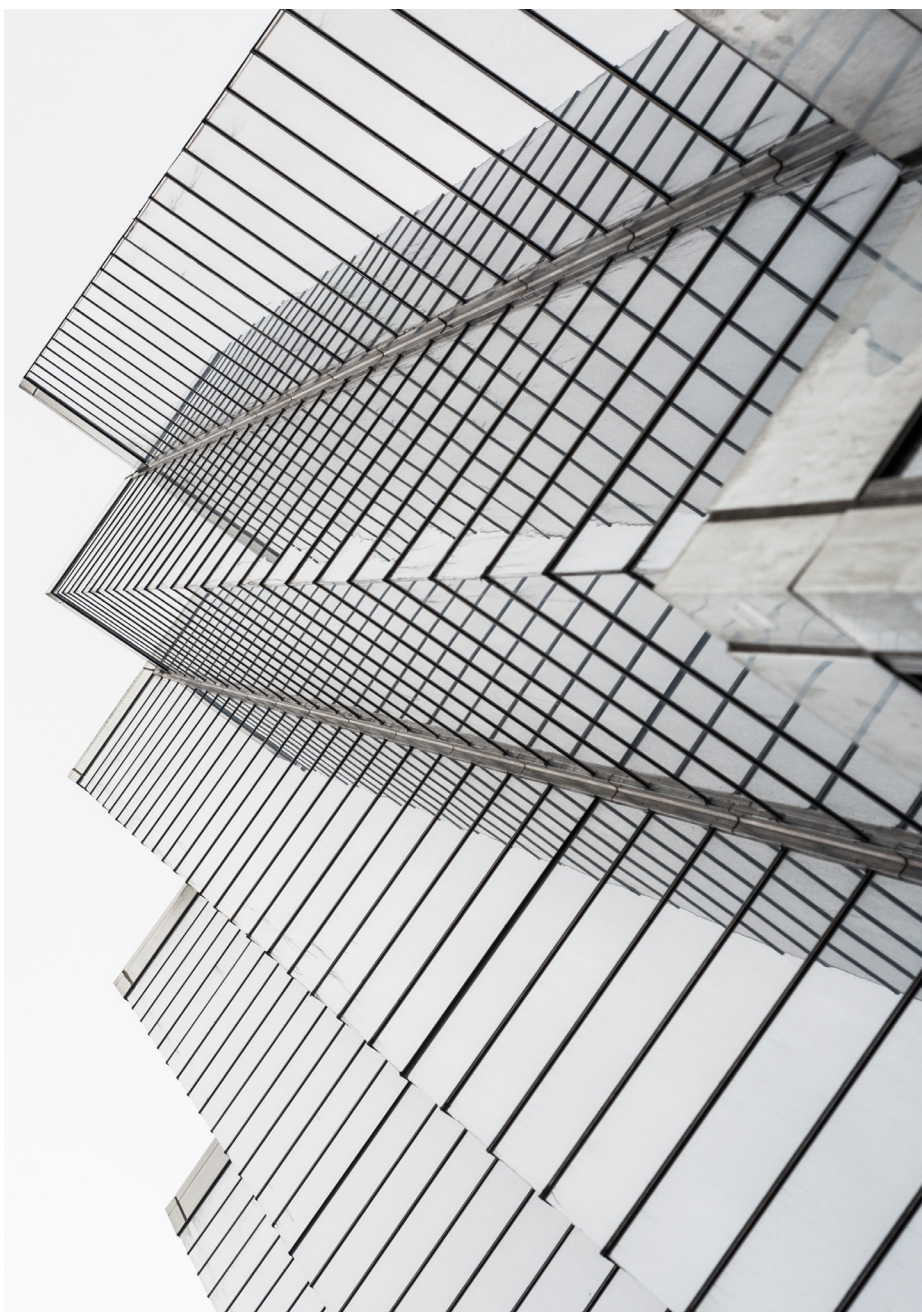
HBOC brings more than 30 years of engineering expertise to ensure your site is supported with the right skills around the clock, no matter where you're located – 24/7/365.

Our centralized, global team uses secure, remote connections to monitor your site, diagnose issues, and then fix them fast. For issues that require on-site service, we brief a field-service expert and dispatch them for you via the Service Management System.

UPTIME STARTS WITH CYBERSECURITY

As one of the world's leading developers of industrial cybersecurity, we build data security and best practices into all of our software and digital services.

For remote services and cloud solutions, we only offer connection methods that we know are tested and reliable for both quality of service and cybersecurity.



HBOC SECURE CONNECTION OPTIONS

HBOC can connect to sites that already have an internet connection, or we can provide that connectivity. You have several options in the type of connection, including whether it's your network or a Honeywell-managed network. See the table below for a summary of the capabilities we can securely provide, based on the type of connection.

CONNECTIONS	DEDICATED STATIC-IP BROADBAND CONNECTION	SECURE VPN ROUTER	REMOTE-CONNECTIVITY SERVICES	DIRECT SITE-TO-SITE VPN
WORKS WITH	HBOC cloud connector (Trend, Alerton) Honeywell Enterprise Buildings Integrator (EBI) supervisor Niagara N4-based supervisors & devices	Honeywell EBI cloud connector	Any supervisor or device Honeywell secure connect Honeywell Remote Management (HRM) Citrix	Any supervisor or device
CAPABILITIES				
Alarms management	•	•	•	•
Remote support	-	•	•	•
Hosting supervisor	-	-	•	•
Reporting services	-	-	•	•

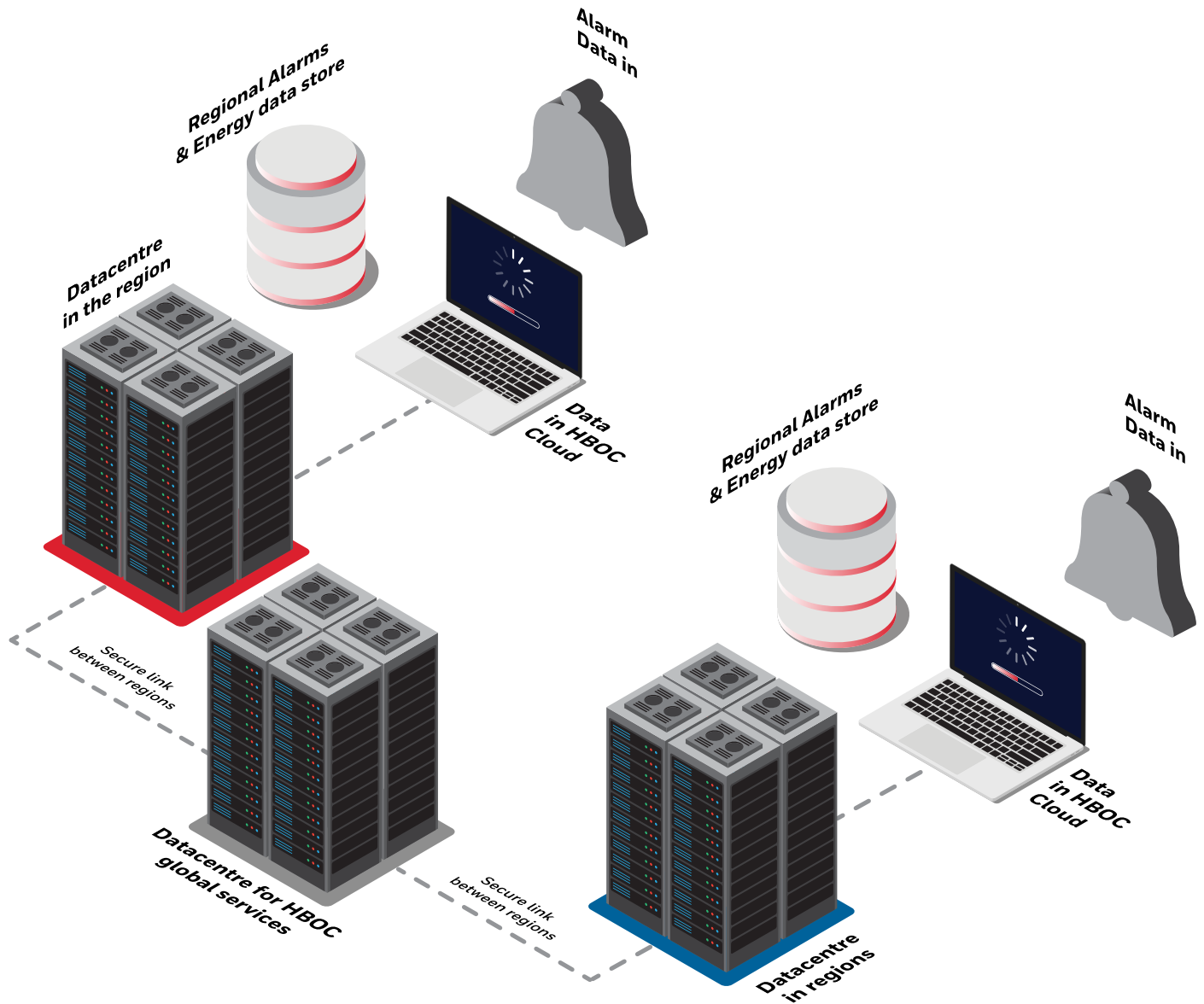
PROVEN REMOTE SERVICE

With HBOC support, you can significantly reduce downtime risks, and access a variety of cloud services.

- Resolve up to 40% of issues remotely
- Faster responses to emergency calls
- 24/7 monitoring to identify issues earlier
- Fewer site visits needed
- Remote engineering support
- Hosting for Honeywell supervisors
- Automated reporting and dashboarding
- Software development
- Managed services for cloud solutions



LOCALISED DATA STORAGE



Let's keep your building operational

Honeywell Building Operations Centers

<https://hwll.co/Building-Performance-Services>

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THE
FUTURE
IS
WHAT
WE
MAKE IT

Honeywell