

# WORK SMARTER, NOT HARDER

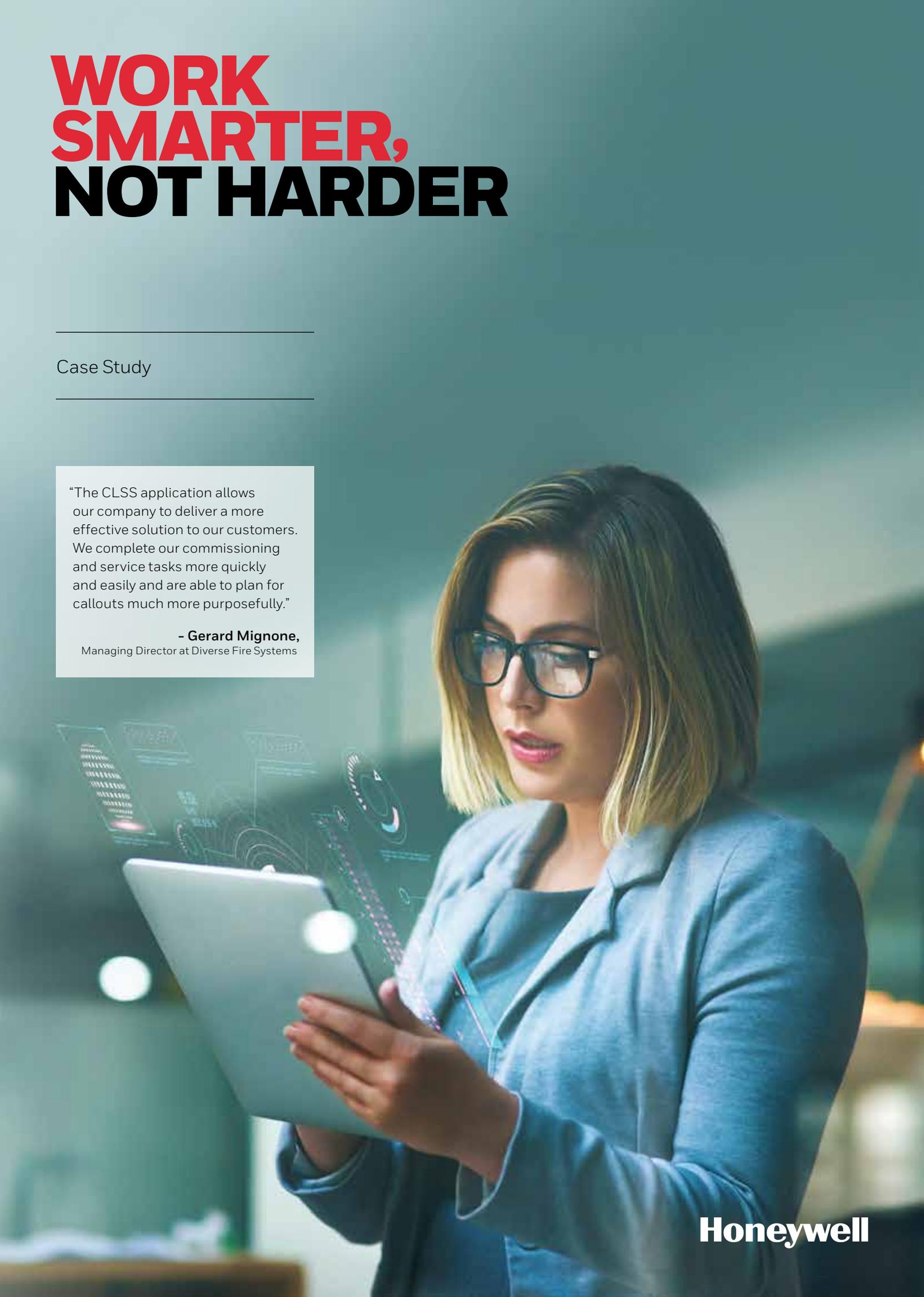
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## Case Study

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“The CLSS application allows our company to deliver a more effective solution to our customers. We complete our commissioning and service tasks more quickly and easily and are able to plan for callouts much more purposefully.”

- Gerard Mignone,  
Managing Director at Diverse Fire Systems

A woman with blonde hair and glasses, wearing a blue blazer, is looking at a tablet. The background is a blurred office setting. Overlaid on the scene are several futuristic digital graphics, including data tables, charts, and circular progress indicators, suggesting a high-tech or data-driven environment.

**Honeywell**

**Diverse Fire Systems (DFS) is a fire protection services company and a trusted Notifier user operating in Victoria, Australia. Company officials noticed that commissioning operations became inefficient and labor-intensive, with one employee needed to handle the Fire Indicator Panel (FIP) while the other walks the field. Monthly service testing was in a similar situation, with two technicians required to attend the site, identify the faults, and create a report. As part of their Digital Transformation strategy with the key aim of reducing manual errors, automate compliance report generation processes, offer real time monitoring & diagnostics while increasing site compliance, DFS turned to Honeywell's Connected Life Safety Services.**

## THE NEEDS

- Improve outcomes and processes around callouts and inspections
- Save time and effort on-site during commissioning and inspections
- Generate compliance reports faster and easier
- Offer a faster and more transparent service to customers

## THE SOLUTION

Connected Life Safety Services (CLSS) connects fire detection system installed at a site and plugs the system data into the wider IoT platform.

The CLSS platform enables systems integrators and facilities managers to access the intelligent fire system data from anywhere without the need to be physically in front of the Fire Panel. This feature proved to be most helpful to Diverse Fire Systems and improved their efficiency and accuracy of system commissioning.

CLSS empowers fire technicians to minimize disruption, prove compliance, and reduce the time needed for commissioning, inspection, maintenance, and reporting of life safety systems. By implementing CLSS, our client was able to provide their customers the highest level of service while working more efficiently by offering valuable system insights before visiting the site. This further resulted in reduced site disruptions and increased labour efficiency.

Facility managers can monitor their systems remotely, at any time, and can easily access automated, audit-ready compliance reporting that offers electronic trail of historical data. This real-time view also enables technicians

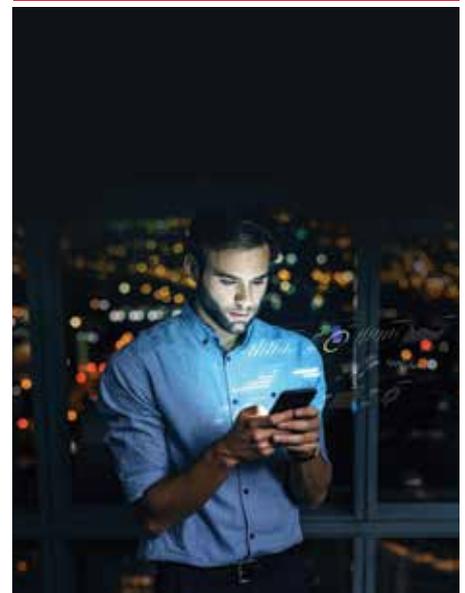
to troubleshoot a system remotely, so they can arrive on-site with the right tools –thus maximizing efficiency and increase first time fix rates. This is even more critical given the industry's talent gap of skilled fire technicians.

CLSS automatically captures the testing activity thereby removing any doubt on whether devices were tested or not tested or when they were tested and how were they tested. By using this unique, automated and audit ready report generation feature of Honeywell CLSS, Diverse Fire Systems was able to assure their customers that they are in full compliance with the mandated inspection and maintenance requirements.

Delivering full backward compatibility, CLSS safeguards investment in legacy systems, while preparing Honeywell partners and end-users for ongoing digital transformation. Once CLSS was launched, DFS officials experienced it firsthand during commissioning for a new installation. With such a promising tool in hand and completely satisfied with the benefits and results achieved, DFS are now looking to adopt CLSS as a platform for their wider install and service business operations.

## THE BENEFITS

- Diagnose on-site issues remotely and ensure efficient site visits
- Reduce inspection times and tedious manual processes
- Automated and one-click compliance report generation
- Decrease labor costs while offering an efficient and faster service to customers.



### For more information

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

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CLSS CS | Rev 01 | 06/21  
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