

Honeywell Integrated Security



YOUR PARTNER OF CHOICE

Integrator Service Certification Program

Honeywell

Integrator Support and Service



Honeywell has developed a program to enhance the quality of support and services delivered to end users from our integrators. Our Integrator Service Certification program recognizes the investments that our integrators make in servicing our products for end users. We have developed the Integrator Service Certification program because we know that successful integrators deliver high quality service to their customers, improve customer satisfaction and build customer loyalty. By emphasizing great service these integrators differentiate themselves from the competition, while creating value that customers are looking for. We believe integrators who make the investment and effort to deliver quality service deserve recognition for their efforts.



Overview of the Integrator Service Certification Program

The Honeywell Integrated Security Integrator Service Certification (ISC) program is setting a standard in the security industry. The program assures a consistently high level of integrator support and service to our end users. It also recognizes and rewards our integrators' substantial investments in servicing and supporting Honeywell security systems.

Honeywell recognizes that our most successful integrators deliver the very highest level of quality service to their customers.

The ISC program sustains and enhances this level of service and provides several benefits that clearly distinguish an integrator's service level and portfolio from those of the competition.

Enrollment

To apply for the ISC program, the applicant must be an existing Pro-Watch® integrator in good standing. Contact your Regional Sales Manager for program enrollment details.

The integrator will be contacted to schedule an on site technical audit with a demand creation road show. Based on the results of the technical audit, the integrator will be aligned to a program level of Authorized, Silver, Gold or Platinum certification. If the minimum authorized requirements are not met the integrator will receive written notification of the inefficiencies and the corrective actions to qualify for authorization or integrator service certification program levels.



Qualifying Criteria

The standards of service are composed of key service elements that are essential to providing quality service:

- Honeywell Product Training
- Professional Certifications in Computer Technology
- Project Management
- Customer Satisfaction
- Test Facility
- Engineering Drawing Capabilities

Objectives

- Establishment of clearly defined roles and responsibilities for integrators and Honeywell
- Investment by integrators and Honeywell in their resources and infrastructure
- Satisfaction of rigorous service criteria to attain service certification
- Measurement of integrator and Honeywell performance
- Management of the program to assure quality is maintained

Eligibility

Eligibility is subject to a review by Honeywell Integrated Security and includes:

- Acceptable financial standing with Honeywell
- At least two years of active engagement in the security industry
- A target of at least 50% of installed systems covered by a Software Support Agreement (SSA)
- Training criteria maintained as outlined in this program
- The successful installation of at least three new Pro-Watch® projects for new customers, or a new facility expansion for existing customers which includes a new Pro-Watch® server license
- Successful Installation of at least two new Pro-Watch® projects per year for new customers or new facility expansion for existing customers, including a new Pro-Watch server license
- Compliance with the application process for certification



Engineer Certification Validity

Certification is valid for two years from the certification approval date and ends on the anniversary expiry date. Courses have the option to renew certification via Webinar as long as it is prior to the anniversary expiry date. Upon successful completion of the online certification test the integrator will be re-certified for an additional two years. Every four years the integrator is required to attend the Honeywell Factory Certified Installer Training course to become recertified.



Certification Qualifications and Corresponding Dividends

Certification Levels

Product certification encompasses the Pro-Watch® product suite, including Pro-Watch Lite Edition, Pro-Watch Professional Edition, Corporate Edition, and Enterprise Edition. In addition, the following products are also included: MAXPRO® VMS, and LobbyWorks®.

The program is composed of three certification levels: Silver Certified, Gold Certified, and Platinum Certified. The certification level qualifications and corresponding dividends are as follows:



Silver Certified

Silver Dividends

- Dedicated support number
- Premium website listing
- 5% discount on services and on-site training



Integrator Service Certification
Gold Certified

Gold Dividends

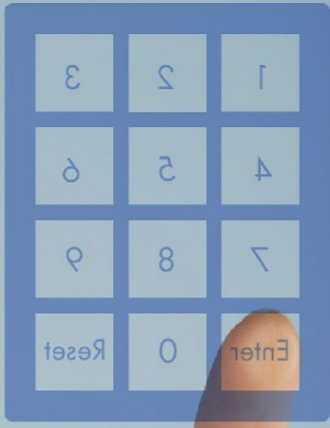
- All the benefits of Silver Certified, plus
- 10% discount on services and on-site training



Integrator Service Certification
Platinum Certified

Platinum Dividends

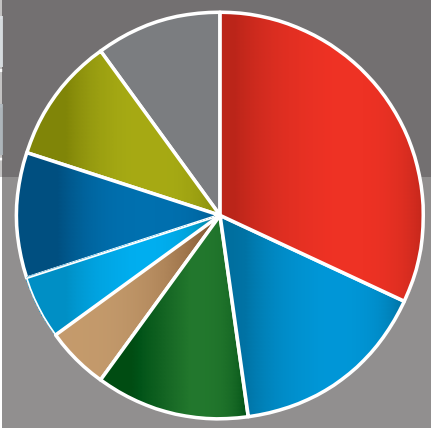
- All the benefits of Gold Certified, plus
- 15% discount on services and on-site training
 - Integrator Advisory Board. Select Platinum integrators will be invited to join Honeywell Integrated Security's Integrator Advisory Board to help set the course for business and industry.



Integrator Service Certification Scoring Methodology

Integrator Service Certification Program	Points	ISC Level
	75 - 100	Platinum
	50 - 74	Gold
	30 - 49	Silver

Category	Current
Honeywell Product Training	32
Professional Certifications in Computer Technology	16
Customer Satisfaction	10
Pro-Watch Volume Metric	10
Software Support Agreements	8
Project Management	8
Test Facilities	8
Engineering Drawing Capabilities	8
Total	100



Certifications Criteria Definitions

* Certified installer training certificates are valid for 2 years from the date they are issued.

Honeywell Product Training	Insert number of trained technicians per course
Pro-Watch™ Eco Basic Training	0
Pro-Watch™ Advanced Training	0
Pro-Watch™ Video Manager System	0
Additional Honeywell Product Training 1:	0
Additional Honeywell Product Training 2:	0
Additional Honeywell Product Training 3:	0
Additional Honeywell Product Training 4:	0
Additional Honeywell Product Training 5:	0
32 Maximum Points	

* Comparable certification or other degree program submittals will be considered.

Professional Certifications in Computer Technology	Insert number of trained technicians per course
Microsoft Server/Desktop Infrastructure (MCSE -Tier 3)	0
Windows Desktop 10 (MCSE - Tier 3)	0
SQL Server 2012 / 2014 / 2016 (MCSA - Tier 2)	0
SQL Server Data Platform \ Business Intelligence (MCSE - Tier 3)	0
Select from list:	0
Select from list:	0
Free-form entry (1-3 pts each):	0
Free-form entry (1-3 pts each):	0
16 Maximum Points	

* Scoring is based on a variable scale weighting positive customer satisfaction for maximum points.

Customer Satisfaction	Two (2) Points awarded per submitted end-user survey.
10 Maximum Points	

* Integrators that deliver a high volume of Pro-Watch licenses obtain valuable deployment expertise.

Pro-Watch Volume Metric	2 Points per new Pro-Watch Eco product license, OR 2 Points for every 250+ PW panel reader modules installed and programmed by your companies trained	2 Points per new Pro-Watch Eco product license, OR 1 Point for every 125+ PW panel reader modules installed and programmed by your companies trained engineers.
10 Maximum Points.		

* Integrators providing SSA based software support ensure customers have the latest software releases to minimize support cost.

SSA Retention	One (1) point per active Software Support Agreements (SSA) on Pro-Watch Eco products, not included warranty period.
8 Maximum Points	

* Project Managers can effectively design, manage, test, and monitor the status of projects.

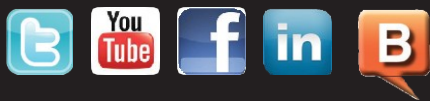
Project Management	Common Project Management Software - Company wide with a Software Certified Process Administrator. Microsoft Office Project or similar.	Common Project Management Software - Company wide with an administration process. Microsoft Office Project or similar.
8 Maximum Points		4 Maximum Points

* Staging area to validate operation and configuration before onsite production deployment.

Test Facilities	Dedicated area to test and stage systems with surge protected/ conditioned power, network and a soft/clean static free surface that won't damage end users' hardware, and with Honeywell product and other staging equipment such as servers, workstations, network and switching equipment, meters, or other needed testing equipment.	Dedicated area to test and stage systems with dedicated power, network, and a soft/clean surface that won't damage end users hardware.
8 Maximum Points		4 Maximum Points

* Engineering drawing capabilities to produce industry standard technical engineering drawings.

Engineering Drawing Capabilities	Full set of engineering drawings available for all of Honeywell Systems projects.	Full set of engineering drawings available for the majority of Honeywell Systems projects.
8 Maximum Points		4 Maximum Points



For more information

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