

When buildings perform, so do bottom lines

Help your building operations reach their full potential with Honeywell Technologies.



Building Integration Services

It's time for building management and maintenance to get proactive. An approach not limited by "standard" operating hours or on-call staff. Break the cycle of reactive troubleshooting to create better visibility and an enhanced building maintenance environment that helps optimize equipment lifecycles.

It's time for a plan that focuses on safety, compliance, and occupant experiences to help your building reach its full potential.

We know your building

Your results are our commitment. Whether you need essential maintenance support, or full-service lifecycle management, our maintenance includes remote first response, resolution capabilities, and protection of your operational technology environment.

More efficient. Lower costs.



Energy and operational costs

Lifecycle planning

Optimize equipment lifecycles

Maximize your return on investment by keeping systems operational and cost-effective

Remote service capabilities

Our service experts can frequently fix issues without dispatching a tech – and can remotely assess the rest to increase first-time fixes for on-site techs

Energy management

Help meet your buildings efficiency target with dashboards that enable easy monitoring of energy consumption.

Rely on expert capabilities

Leverage our robust training or our highly specialized team to get the most from your building

More resilient. Reduce risks.



System uptime

Cybersecurity

OT cybersecurity

Monitor and protect the operational technologies (OT) that run your facility

Alarm management

Reduce alarm fatigue and ensure you're responding to the right alarms at the right time

Proactive maintenance

Identify, isolate, and act on key performance issues before they result in a system failure

Resource planning

Prepare for aging workforce or increasing skills gaps that risk business continuity with specialized onsite and remote service capabilities.

More accountable. Build a strong reputation.



Occupant safety, comfort, experience

Data privacy

Comfort and productivity

Improve the well-being, comfort, and productivity of people in your building through prioritized attention to building conditions

Safety + security

Protect your people, property and assets with near real-time tracking and monitoring

Improve efficiency

Benefit from remote case management and consistent monitoring that improves business continuity

Compliance management

Support compliance with regulatory and business guidelines

Service that adapts to your needs

Let's talk options

From smart tools to empower your own facility team to remote support with full service, we'll help you design a maintenance contract with the right combination of proactive capabilities, technologies, and expert service.

Choose your tier

Essential

The foundation for reliable system operations. The Essential tier includes core planned maintenance, basic OT cybersecurity protections, and secure remote connectivity. It is designed to help maintain system security and reliability while providing visibility and access. Ideal for customers seeking dependable planned maintenance with controlled and predictable costs.

Assurance

Comprehensive maintenance for confidence and continuity. The Assurance tier delivers comprehensive maintenance services designed to simplify support and enable predictable maintenance budgets. With enhanced cybersecurity, proactive remote support, and broader maintenance scope, this tier helps minimize the risk of unplanned downtime, reduce operational disruptions, and support overall system efficiency.

Performance

Beyond maintenance—focused on performance and outcomes. The Performance tier combines comprehensive maintenance support with performance-focused connected services and deeper expert engagement. With advanced cybersecurity, proactive remote support, and performance insights, this tier helps support operational optimization and alignment with evolving business priorities.

Industries we serve

Whether supporting the operations of bustling airports or essential infrastructure, our service packages are tailored to meet the diverse needs of multiple industries. We create unique solutions that empower each building to achieve their specific goals, from enhancing operational efficiency to optimizing energy management.



Education



Healthcare



Hospitality



Data Centers/Industrial



Pharmaceuticals



Airports/Transportation,
Government

Benefits overview*

Essential

- Essential maintenance services for your building
- Basic OT cybersecurity protections
- Secure connectivity for remote access and diagnostics to help decrease resolution time
- Online training access

Assurance

Essential Tier, plus...

- Comprehensive maintenance with proactive remote support
- Reduce risk of system downtime and disruptions
- Predictable maintenance budgeting
- Enhanced cybersecurity protection
- Online and onsite training

Performance

Assurance Tier, plus...

- Comprehensive maintenance supporting improved system availability and performance
- Advanced cybersecurity protections
- Performance insights and analytics to inform decision making (e.g., PDM, CEM)
- Enhanced training & expert engagement

Let's optimize your building's performance

The Service Management System

We focus on understanding your building, and the assets that maintain your environment. We target maintenance scheduling and operational oversight based on each asset's performance and your business needs. The Service Management System is our platform to set up and manage your service contract, and then bring you five-star service that's responsive, reliable, consistent, and transparent.

A smarter way to manage service

Each tiered service is customized to your installation and develops detailed insights that evolve with your facility. This results in faster resolutions, dispatching of right-skilled technicians, detailed equipment histories and reports, real-time status updates, and more.

Self-service portal

- Your one-click stop for quick and flexible support, 24/7
- Submit work orders or chat with a live agent, with requests routed to appropriate service team within 30 minutes
- Each request receives a job number, and an appointment for a field-service professional to resolve it
- Review, customize, and download service reports
- Renew contracts in as little as 3 clicks

Job visibility + reporting

- Automated alerts on job status and completion
- Real-time KPIs (key performance indicators) show performance and service quality for each field-service professional
- Full reports provided for each job

Honeywell Technologies Building Operations Center

Honeywell Technologies Building Operations Centers bring more than 30 years of domain expertise to ensure your site is supported with the right skills around the clock, no matter where you're located – 24/7/365.

This centralized, global team of engineers and service experts uses secure, remote connections to monitor your site and diagnose issues – quickly fixing up to 40% of them. For issues that require on-site service, we dispatch a field-service professional via the Service Management System, briefed with full details.

With Honeywell Technologies Building Operations Centers support, you can significantly reduce downtime risks for your facility:

- Faster responses to emergency calls
- Resolve issues remotely for optimal uptime
- 24/7 monitoring to identify issues early
- Fewer site visits needed

Optimization with Honeywell Technologies Forge

Your building services can be enhanced with capabilities from the Honeywell Technologies Forge ecosystem. Our technology uses machine learning to develop real-time analytics of your building's performance, then uses these insights to help prevent breakdowns and manage operational costs.

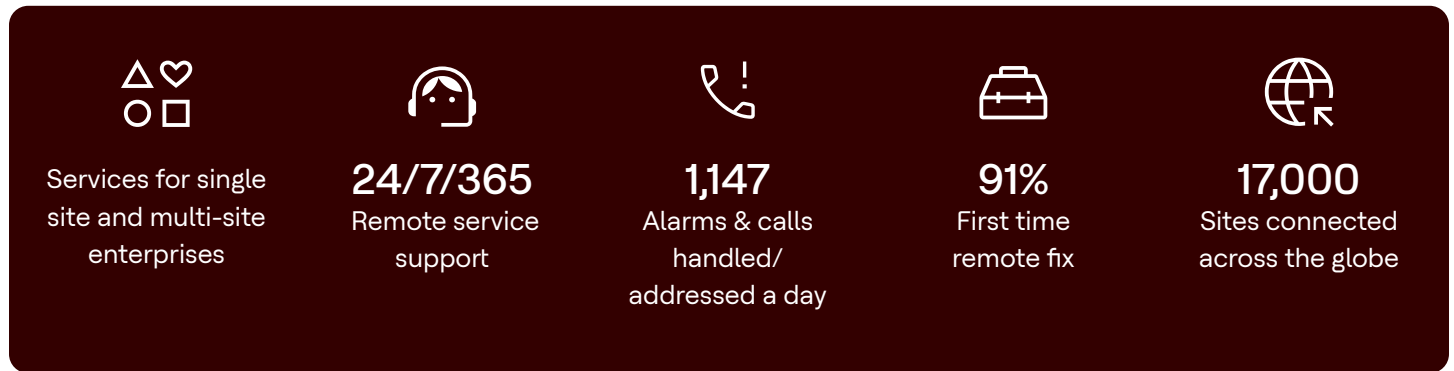
For instance, predictive analytics lets you know when an asset actually needs maintenance, before its performance is affected. Likewise, the system can automatically "tune" building systems every 15 minutes to optimize how your site uses energy.

In short, it's a fundamental change to the performance your building can deliver.

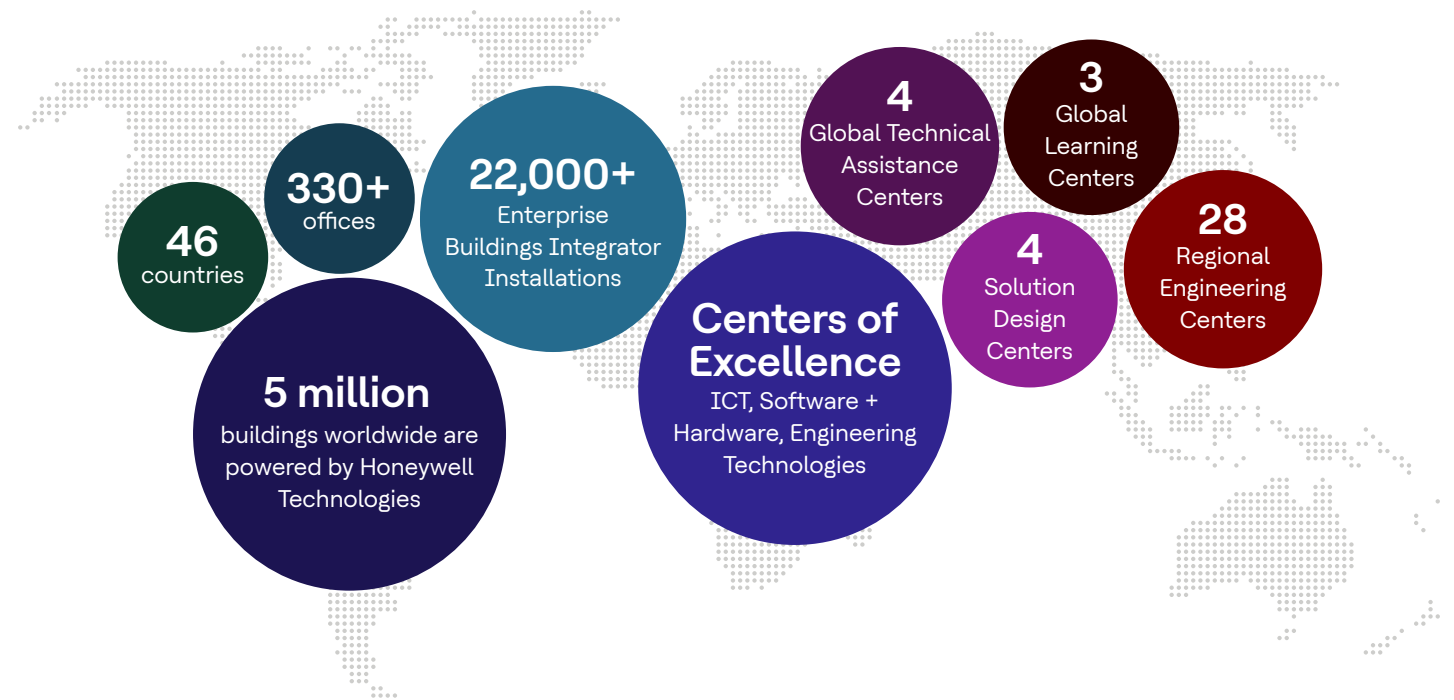


4 global remote building operations centers

Each center combines state-of-the-art technology and building management expertise to provide 24/7/365 operations support to buildings with Honeywell Technologies systems.



Engineering, design and field services



Lower building costs.
Reduce risks.
Build a stronger reputation.

Let's help your building reach its full potential.

<https://buildings.honeywell.com/us/en/solutions/services#form>

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