

THE PROACTIVE FRONTLINE

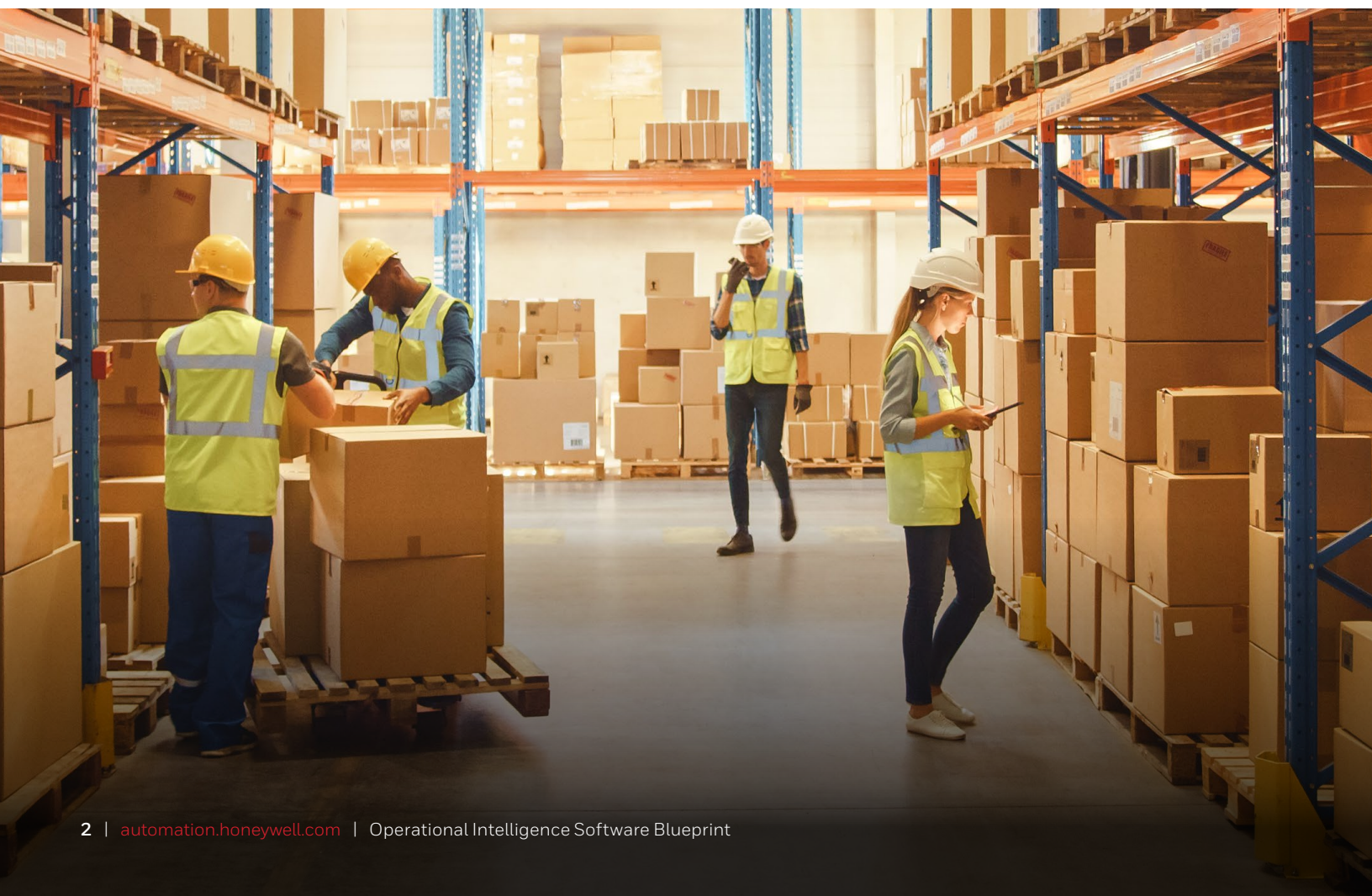
A Strategic Blueprint for Performance Visibility



Honeywell

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VISIBILITY MUST DELIVER



Real-time understanding of how frontline technology performs



Early identification of patterns that signal operational risk



Clear understanding of health and workforce readiness

FRONTLINE OPERATIONS RUN ON MOBILITY, BUT MOST ORGANIZATIONS CAN'T SEE WHAT'S SLOWING THEM DOWN

Frontline operations have evolved. Warehousing, retail, transportation, field service and distribution environments now depend on mobile technology to power nearly every workflow, from scanning and inventory management to communication, collaboration and transaction processing. As mobile technology becomes foundational to daily operations, organizations have an opportunity to rethink how performance is measured, managed and optimized across their frontline workforce.

Competitive advantage in frontline operations is no longer speed alone — it's visibility.

As mobile technology becomes embedded in nearly every frontline task, leaders must look beyond whether systems are simply operational and instead evaluate how mobile devices, applications, and networks influence productivity, operational continuity and cost.

Insights from the B2M Solutions 7-year Enterprise State of Mobility Research, which analyzed over 1.2 million enterprise mobile devices across 671 organizations, reveal a significant

visibility gap across many mobile environments.¹ While organizations have widely adopted mobile technologies, most lack the operational insight required to understand how device health, connectivity performance and application behavior impact frontline productivity.

Without this visibility, device fleets are often managed through reactive support rather than proactive operational insight. IT teams frequently learn about issues only after workers experience disruptions, resulting in lost productivity, delayed task completion and increased troubleshooting effort.

At scale, across hundreds or thousands of devices, even small technology disruptions can compound quickly, impacting worker throughput, service levels and operational efficiency.

OPERATIONAL IMPACT OF LIMITED VISIBILITY¹

Limited visibility into mobile technology performance is creating measurable disruptions across frontline operations. From frequent device-related interruptions to prolonged resolution times, these challenges are not only slowing down individual workers but also placing added strain on IT teams.

The following insights highlight these issues — and the cascading impact they have on productivity, continuity and overall operational efficiency.

80% of frontline workers pause at least once per month due to problems with mobile technology.

60% stop work one or more times every week due to mobile device disruption.

74% of IT personnel report that it takes between 30 and 120 minutes to resolve a mobile technology issue.

The majority of disruptions are driven primarily by connectivity instability, followed by battery performance degradation, device hardware failures and reboots, application performance problems and lost or damaged devices.

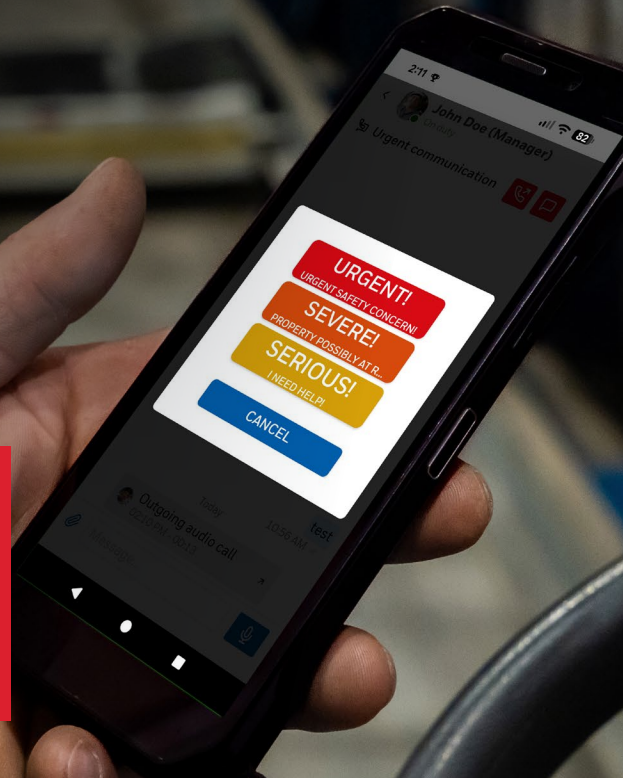
These issues significantly impact productivity and shift continuity and require ongoing IT support.

1. B2M, "7th Annual State of Enterprise Mobility Report." [Accessed March 18, 2026]

FROM DEVICE MANAGEMENT TO OPERATIONAL VISIBILITY

Most organizations believe they are managing mobility effectively. The real question is whether they have visibility into the performance of the mobile ecosystem that powers frontline work.

For years, enterprises have invested in Mobile Device Management (MDM) and Enterprise Mobility Management (EMM) platforms. These systems provide configuration control and security, but configuration alone does not deliver the operational insight needed to understand how devices, applications and connectivity influence worker productivity.

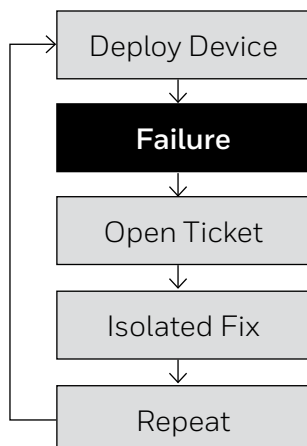


WHAT REACTIVE MODELS MISS

- Early indicators of performance degradation across device fleets
- Visibility into the root cause of disruptions
- The ability to intervene before issues impact frontline productivity
- Benchmarking performance and operational trends across sites and teams

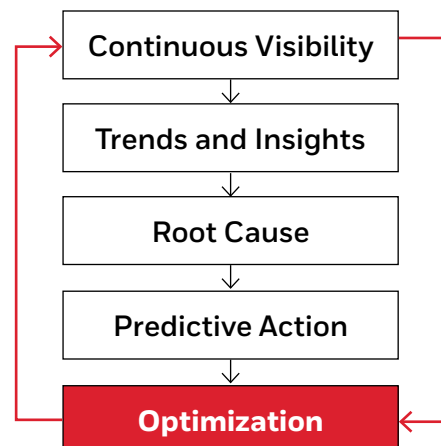
OLD MODEL: **REACTIVE** DEVICE MANAGEMENT

Manages assets but lacks visibility into performance trends and enterprise impact. At scale, this cycle absorbs costs, increases downtime and obscures the root cause of recurring disruptions.



NEW MODEL: **PROACTIVE** OPERATIONAL VISIBILITY

Proactive operational visibility enables leadership to anticipate risk, optimize technology investments and protect productivity before disruptions occur.



OPERATIONAL INTELLIGENCE

Honeywell Operational Intelligence closes the visibility gap by transforming mobility data into actionable operational insight. By continuously monitoring device health, connectivity performance, application behavior and workflow activity, organizations gain the visibility needed to identify issues earlier, resolve root causes faster and optimize frontline operations.

Operational Intelligence transforms mobility management from reactive troubleshooting into continuous, measurable performance control. Rather than responding to failures after productivity is affected, leaders can monitor performance patterns at scale and intervene before disruption spreads.

OPERATIONAL INTELLIGENCE BENEFITS

Operational Intelligence provides the visibility and control required to detect risk early and act with confidence to optimize operations.

MONITOR AND DETECT

Fleet-Wide Performance Insights

Battery Lifecycle Intelligence

Connectivity Risk Identification

Proactive Performance Alerts

Strategic Investment Visibility

ACT AND OPTIMIZE

Compare device and application performance across sites and regions in real time

Anticipate degradation trends to optimize replacement timing and extend asset life

Detect recurring instability before localized issues scale

Intervene before performance thresholds impact productivity

Ground capital planning and refresh cycles in measurable performance data



THE CONNECTED AND CONFIGURABLE ECOSYSTEM

Honeywell offers a portfolio of powerful standalone software solutions that can also be seamlessly integrated into a unified ecosystem, enabling organizations to gain real-time visibility into frontline operations, streamline task execution and resolve disruptions before they impact productivity. The result is faster, more reliable workflows, empowered workers and data-driven decision-making that help organizations improve performance, reduce operational risk and continuously optimize how work gets done.

SMART TALK

A secure unified communications platform that consolidates voice, push-to-talk and messaging into a single application — enabling faster coordination and reducing frontline communication friction.



OPERATIONAL INTELLIGENCE

A cloud-based performance intelligence solution that aggregates real-time telemetry across mobile fleets, transforming fragmented device data into unified, actionable insight.

SMART PAY

Software that transforms compatible Android™ devices into secure, contactless payment terminals — increasing transaction flexibility while eliminating dedicated hardware constraints.



OPERATIONAL EFFICIENCY



HONEYWELL ENTERPRISE MOBILITY

Honeywell Enterprise Mobility ensures devices are protected and operational with comprehensive, end-to-end coverage across devices, environments and brands.



SWIFTDECODER™

Advanced data capture software that enhances barcode scanning and optical character recognition — improving accuracy and accelerating workflow throughput.

THE BUSINESS IMPACT OF VISIBILITY

Visibility must translate into measurable outcomes. For executive leadership, performance intelligence supports three core impact areas.

VALUE DRIVERS	OPERATIONAL INDICATORS	IMPACT
Higher Workforce Productivity	Device performance is stable at the start of every shift, minimizing interruptions and workflow disruption.	- Workers begin shifts with confidence in their tools - Scanning, communication and transactions proceed without friction - Throughput improves across environments
Reduced Operational Risk	Issues are identified and addressed before they scale into broader operational impact.	- Fewer repeat incidents - Faster resolution with diagnostic clarity - Reduced unplanned downtime across distributed fleets
Lower Cost of Ownership	Performance data informs capital planning, device replacement planning and asset optimization.	- Extended battery and device lifecycles - Reduced unnecessary replacements - Optimized refresh timing - Lower support overhead



THE FUTURE OF FRONTLINE LEADERSHIP

The next phase of operational excellence will not be defined by how quickly organizations respond to disruption. It will be determined by how effectively they prevent it.

Frontline technology is no longer simply infrastructure — it is a performance variable. And at scale, unmanaged variability becomes a measurable risk. Leaders who elevate mobility from device management to enterprise oversight gain more than efficiency. They gain control, enabling them to:

- Protect productivity across distributed operations
- Align Information Technology and operations around shared performance indicators
- Reduce hidden costs tied to device instability and downtime
- Strengthen resilience in increasingly complex frontline environments

Organizations that are leaders will be those that can see performance clearly, act decisively and scale confidently.



Discover how Operational Intelligence enables proactive, enterprise-wide performance control.

For more information

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Operational Intelligence Software Blueprint Rev A | 04/26
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