

# A NEW SOLUTION IN COMMUNICATION

**Honeywell**

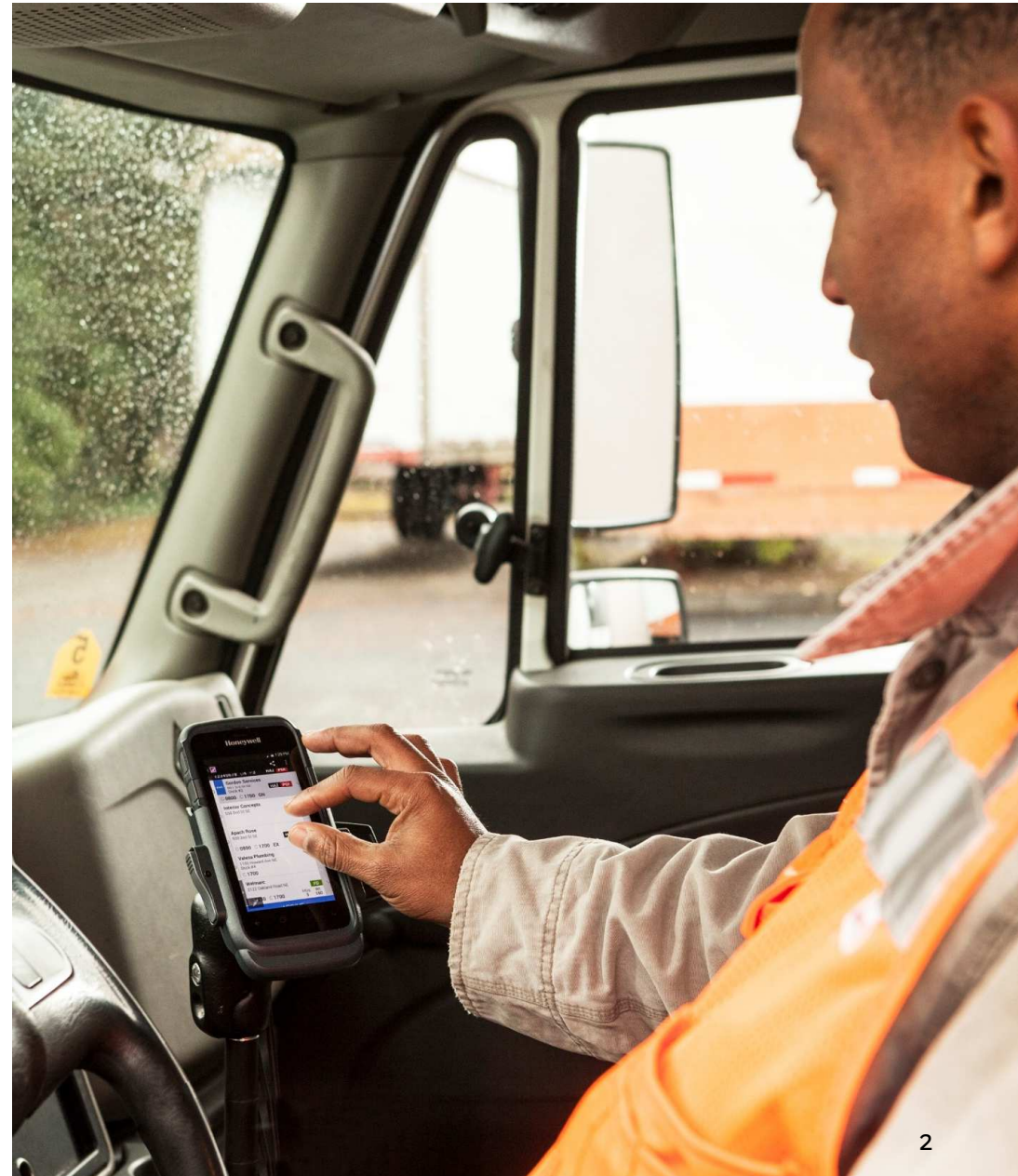
A woman with blonde hair in a ponytail, wearing a bright blue long-sleeved sweater, is looking down at a smartphone in her hands. She is standing in a clothing store, with a wooden rack of folded green shirts to her left and another woman in a dark top looking at a purple garment in the background. The scene is brightly lit, and the overall atmosphere is that of a modern retail environment.

**INTRODUCING**

**HONEYWELL SMART TALK**

**Honeywell**

**PROVIDING A  
CONSTANT AND  
INSTANT  
CONNECTION THAT  
ALLOWS SMARTER  
COMMUNICATION,  
IMPROVES END  
CUSTOMER  
EXPERIENCES, AND  
REDUCES STEPS FOR  
FASTER AND BETTER  
OUTCOMES.**



# HONEYWELL

## SMART TALK

### Core Value Proposition

Honeywell's communications solution provides customers with robust VoIP, secure messaging, and presence to enable the entire workforce to communicate smarter with the constant and instant connection they need to improve customer experiences, employee engagement, and improved productivity for faster and better outcomes.

### Customer Benefits

- Single device for simplicity to streamline the business and access crucial data on demand
- Focus on one device to manage and maintain
- Improved ROI by reducing the need to support and buy consumer mobile phones
- Improved response times, workflows, productivity and customer service quality
- Help companies remove "hard phones"

### Partner Value Proposition

- New SW revenue stream as well as opportunity to deliver additional services to customers
- Deliver a complete solution to the customer
- Removes complexity of having to partner separately when needing voice solution
- Re-occurring revenue via SaaS model

# CORE VALUE PILLARS

## Quality

- Powered by CounterPath, an industry leader in VoIP applications for over 15 years with over 20M+ activations world-wide
- Seamless call continuity between WiFi and Cellular.
- Supports a wide range of audio and media codecs for superior call quality.

## Security

- Advanced enterprise security and encryption including mTLS environments.
- Signaling (TLS) and media (SRTP) encryption and client management.
- MDM/EMM ready; support for customer BYOD programs.

## Simplicity

- Rapid onboarding and implementation.
- Set up and manage from one central portal; all users need is to login with a username and password to start communicating

## Flexibility

- Interoperability across 100+ vendors, leading call servers, and hosted VoIP services.
- Supports and overlays any existing hosted or premise-based infrastructure

# VERTICAL FOCUSED



Field/Remote  
Workers



Retail



Healthcare



Transportation  
& Logistics



Manufacturing



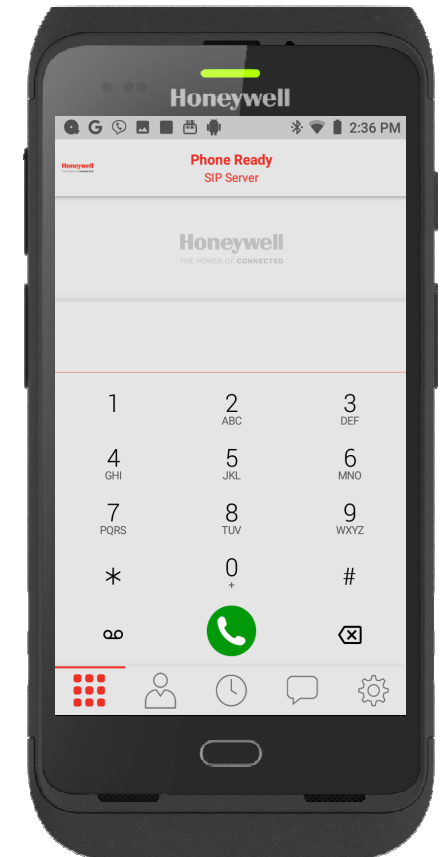
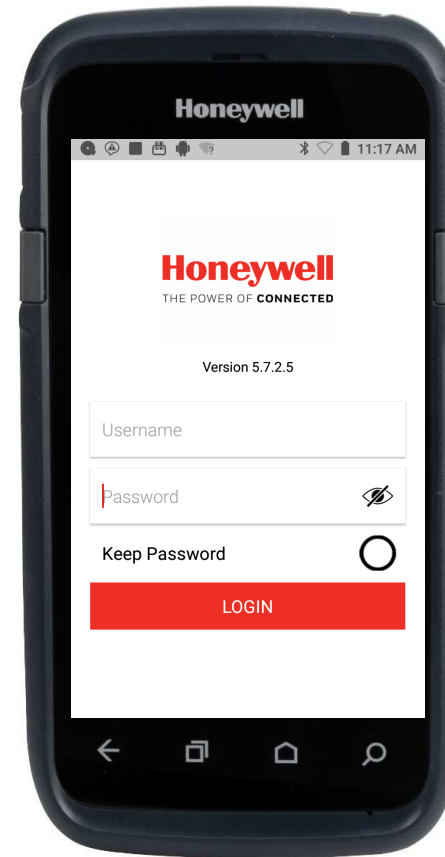
Hospitality

# ALL-IN-ONE COMMUNICATION SOLUTION



# MORE FEATURES

- Advanced security & encryption for voice, media, and provisioning
- Wearable hardware (via partnerships)
- Push notification for battery savings
- PBX interoperability with market-leading providers
- Cloud call server (cloud or premises) via existing infrastructure
- Provisioning support for easy deployment, set up and ongoing management of endpoints
- Protocol standards for calling, messaging and management include: SIP, XMPP, UDP, TCP, HTTP/S

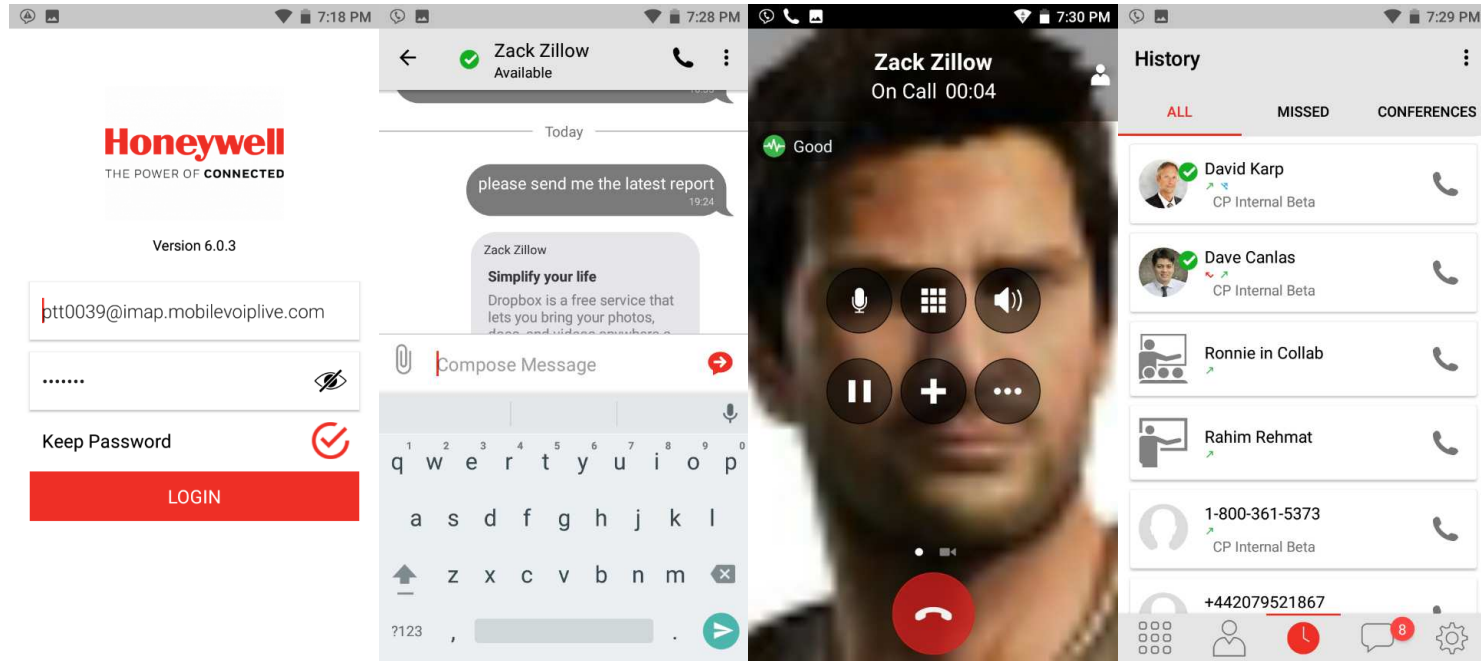




# SMART TALK DEMO

## VOIP, MESSAGING, VIDEO, PRESENCE

1. Simple Single login (Login Screen)
2. Send IM to team member
3. Escalate to Voice Call
4. Escalate to Video call
5. End call, Call History, Chat History



### Customer Scenarios

1. Associate logs in.
2. Associate IMs team members about shop lifter.
3. Associate calls Security team.
4. Associate changes to video to show shop lifting.
5. Full record and history of chat and calls are kept and stored.

# SMART TALK DEMO

## PTT FUNCTIONALITY

1. Show Layout
  - Explain layout value prop
2. Show PTT 1@1 call
3. Show call history
4. Escalate to 1:1 or respond to channel

### Customer Scenarios

1. Associate to manager
2. Manager to Sales floor
3. Manager listens to sales floor, Electronics, and office.
4. Store admin configures channels.
5. Security team enjoys fully encrypted voice.

