

Support Solutions



CUSTOMER SERVICE, TECHNICAL SUPPORT
AND INSIDE SALES

It's not just about products...

Honeywell

...it's about people.



At Honeywell, we know it takes more than great products to help you succeed. It also takes great support.

After all, we didn't become an industry leader on the strength of our products alone. It's also the strength of our people. Their knowledge, passion and genuine commitment to customer satisfaction are the reasons we've earned the trust, loyalty and repeat business of thousands of security professionals. Because when you pair the best technology with the best people, there's no better formula for success.

Honeywell. It's about more than products — it's about people.

"Any security product supplier can make a sale, but it's what we do after the sale that makes Honeywell Security truly stand out. The Customer Care Center is the absolute heartbeat of our company! It's where — day in and day out — we prove to customers why we are their partner of choice."

*Ben Cornett, President,
Honeywell Security*

Customer Care

Service After the Sale



A team of dedicated individuals make up Honeywell's Customer Service team in Louisville, KY, where service never ends after the sale. Their commitment to customer care is second to none —

working closely with Inside Sales and Technical Support, conducting on-site training on weekends and doing everything possible to ensure that your needs are met promptly and efficiently. These individuals have years of experience, field thousands of inquiries a month at our call center and are always at your service!



"We're all about speed in our department because we know customers don't have time to wait."

*Joanie Cornett,
Customer Care Manager,
Honeywell Security*

Technical Support...the Best in the Business

REAL PEOPLE. REAL SOLUTIONS. REAL FAST.



"We'll stay as long as necessary to make sure our customers have what they need, when they need it."

*Teri McKee,
Technical Support Manager,
Honeywell Security & Custom Electronics*

When it comes to the fastest, most reliable technical support, Honeywell is the best in the business.



Our specialized, world-class teams — one for video and access and one for intrusion — are uniquely equipped to help over 2,000 customers a day quickly and

accurately resolve even the most complex product-related issues. Our intrusion team members are NBFSA level 1 or 2 certified.

We've got the solution!

- Product selection and compatibility
- Installation expertise
- Troubleshooting
- Database repair
- Card repair and testing services

Comprehensive Training



Honeywell delivers the most comprehensive, versatile training in the industry, providing you with more ways than ever to learn — including online, on-site or regional training and access to our robust online tech libraries.

Over 1,500 CEU classes per year are held at various locations throughout the U.S. Inside and outside technicians are NBFAA Level 1 and Level 2 certified, many of whom are also NTS certified.

"We hear from dealers again and again that Honeywell's training has made their technicians more productive."

*John Ryder,
Vice President of Customer
Service and Technical Support,
Honeywell Security*

More ways than ever to learn!

- **On-site Training** — Training is available at your facility or a location of your choice. Choose from a large selection of courses for sales consultants, sales managers and technicians, on topics that range from selling skills to management tips and product training. We can even custom-design a class to suit your specific needs!
- **Live Webinars** — Learn from the comfort of your home, office or anywhere in the world with our Interactive Webinars, where you connect with a live instructor via the Internet and a toll-free telephone number.
- **Regional Training** — Interact with your peers at these classroom-style sessions that are held at numerous locations throughout the year.

Point, Click and Learn



MyWebTech is a great way to keep pace with the latest technology! You can receive troubleshooting tips and technical advisories,

download installation instructions and user manuals, view our comprehensive archive of articles — even take advantage of the most up-to-date web training.

Visit www.honeywell.com/security and click on MyWebTech to sign up. You can also obtain a user name and password by calling 800-573-0154.

Inside Sales...on the Inside Track



"The Inside Sales Team is here to make sure dealers are the first to know about new products. Building relationships is what we do. It's the most important part of our business."

*Molly Nix,
Inside Sales Manager,
Honeywell Security*

At Honeywell, we believe you deserve to be on the inside track! When a new product is introduced, dealers are likely to hear from one of the members of the Inside Sales team. The team has formed close relationships with dealers who rely on Honeywell to contact them with new product news, and stays closely connected with our district and regional sales managers to ensure customer needs are being met. Inside Sales also works closely with both our Technical Support and Customer Service teams to provide you with the complete, integrated support you deserve.

Award-Winning Marketing Support

In addition to the best Customer Service, Technical Support and Inside Sales teams, Honeywell supports your efforts by providing you with a variety of marketing materials to help grow your business! Our dealer-focused support tools — including our web site, brochures, videos and Literature XPress online service — have won numerous Securing America Awards for marketing excellence.



For more information...

Technical Support: 800-645-7492

Inside Sales: 800-467-5875

Fax Back System: 800-573-0153

Emergency Service: 800-421-5557

AlarmNet Security Communications: 800-222-6525

www.honeywell.com/security

Honeywell Security

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