

HONEYWELL MAINTENANCE ASSIST

Frequently Asked Questions

CUSTOMER COST AND VALUE

Why should I pay for something I can do myself or get for free?

Industry-Specific Expertise & Reliability:

Free tools provide general information, but Maintenance Assist delivers tailored, industry-specific insights. It leverages Honeywell proprietary data, such as product manuals, knowledge articles, and service tickets, to offer reliable solutions for industrial maintenance challenges.

Effortless Accuracy: Doing it yourself may seem cheaper, but Maintenance Assist saves time and endeavors to prevent costly human errors by automating answers drawn from deep domain expertise. This enables faster and more reliable decisions.

Scalability & Consistency: Free or DIY tools can't match Maintenance Assist's consistency and scalability as your business grows. It aims to drive more reliable outcomes across teams, regardless of experience levels.

Is it worth the investment if I don't see immediate benefits?

Immediate Efficiency Gains:

Maintenance Assist has shown improvements in troubleshooting, decision-making, and workflow speed. Even small-time savings compound, resulting in major operational efficiencies.

Long-Term ROI: The platform provides long-lasting value through reduced

downtime, improved asset maintenance, and better documentation management. Over time, these benefits outweigh the initial cost, leading to enhanced productivity and lower operational expenses.

Proven Results: Internal studies report measurable improvements such as faster service resolutions and reduced maintenance costs within the first few months, underscoring the solution's effectiveness.

The price seems expensive compared to competitors or alternatives.

Total Cost of Ownership (TCO): While initial costs may appear higher, Maintenance Assist reduces long-term operational expenses by minimizing asset downtime, improving maintenance workflows, and preserving institutional knowledge.

Comprehensive, Integrated Solution: Unlike competitors, our platform provides an end-to-end maintenance ecosystem. It's more than just a tool—offering future integrations with your existing systems, continuous updates, and robust customer support that others lack.

Will this lead to a loss of employee skills or efficiency over time?

Skill Augmentation, Not

Replacement: Maintenance Assist enhances your workforce by augmenting their skills.

Upskilling Opportunities: The platform doesn't replace expertise; it fosters continual learning by exposing your team to the latest troubleshooting techniques, helping them build new skills while improving efficiency.

DATA OWNERSHIP, PRIVACY, SECURITY QUESTIONS

Concerns about cybersecurity, privacy impact assessments (PIA), and compliance with regulations.

Regulatory Compliance: We comply with all relevant privacy regulations such as GDPR (General Data Protection Regulation), CCPA (California Consumer Privacy Act), and other global standards. **Regular Privacy Impact Assessments (PIA)** are conducted to maintain compliance and address evolving risks.

Distrust of AI and how it handles data.

Anonymized AI Learning: Our AI is trained using **anonymized, aggregated data**, so specific user level interaction is not exposed. Additionally, our operating model includes a regular review of any customer errors encountered and reported, to ensure constant improvement in underlying model accuracy, and applying learnings from the field.

TECHNOLOGY AND INTEGRATION

General concerns over the time it takes to get responses or results.

Real-Time Performance:

Maintenance Assist is optimized for real-time data processing, delivering fast, reliable responses even in complex industrial environments. Our system reduces latency, ensuring swift outcomes.

Scalable Infrastructure: By leveraging cutting-edge cloud or local computing infrastructure, we ensure our system can handle large datasets and high transaction volumes efficiently, without delays.

ADDRESSING AI TRUST AND RELIABILITY

Doubts about AI's accuracy, logic, and ability to match human reasoning.

AI as an Enhancement: AI in Maintenance Assist is built to enhance human expertise, not replace it. It provides data-driven insights while leaving critical decisions to your team, ensuring balanced and informed choices.

Proven Accuracy: Our AI models are trained on high-quality datasets and validated across diverse scenarios. They are designed to identify patterns and recommend actionable solutions with a high degree of accuracy.

Continuous Improvement:

Maintenance Assist AI evolves from new data and user interactions, ensuring it adapts to changing environments and continually improves its performance.

What if the tool gives incorrect information and causes more problems?

Human Oversight: AI acts as a decision-support tool. All recommendations are reviewed by

human operators, minimizing the risk of errors and allowing for validation before action is taken.

Transparency: Maintenance Assist provides clear reasoning for its suggestions, allowing users to verify the logic behind each recommendation.

Risk Mitigation: Verification protocols ensure that AI-generated insights are cross-checked reducing the likelihood of incorrect outcomes.

OTHER TOOLS IN THE MARKET

What makes this different from other tools like ChatGPT?

Tailored for Your Industry: Unlike general-purpose AI tools such as ChatGPT, our solution is built specifically for maintenance and reliability operations of Honeywell products and solutions. It leverages industry-specific datasets, to deliver more relevant insights for your unique environment.

Deep System Integration:

Maintenance Assist integrates deeply with multiple Honeywell systems to provide actionable insights based on total customer interactions and experiences.

Explainable AI: Maintenance Assist offers transparency in its decision-making. You can understand and validate the rationale behind each recommendation by reviewing the source document.

Reliable Data: Maintenance Assist has learned via the data that has been vetted by Honeywell experts so the AI engine isn't contaminated with misleading assumptions or poor practices.

There are other services out there at low cost or free?

More Than Just a Bot: General AI like ChatGPT can be free but doesn't deliver the specialized expertise required for your

industry. Maintenance Assist is engineered with years of industry knowledge, ensuring relevant and practical recommendations.

Holistic Support: Our solution includes continuous updates, training, and customer support.

Scalable Solution: As your company grows, Maintenance Assist scales with you, providing support for the Honeywell line of products.

PERFORMANCE, EFFICIENCY AND USER EXPERIENCE

How fast is the tool, and why does it take time to respond?

Optimized for Speed: Maintenance Assist is built for speed, leveraging advanced algorithms and cloud infrastructure to ensure fast response times, typically under 20 seconds.

Query Storage: For environments where speed is critical, we store previous questions and responses and allow adding to favorites, reducing retrieval times.

Continuous Performance

Monitoring: We actively monitor the tool's performance and push regular updates to optimize speed and responsiveness based on feedback.

Will it really improve performance, or are the time savings minimal?

Proven Efficiency Gains:

Maintenance Assist has consistently delivered measurable time savings. Customers have reported reductions in task completion times.

Cumulative Impact: Individual time savings may seem small, but they add up across teams and departments, leading to significant efficiency improvements.

The team is highly skilled and may not need AI assistance

Complementing Expertise: Maintenance Assist complements

your team's existing skills by providing instant access to detailed insights and recommendations. It allows your experienced staff to make quicker, more informed decisions, enhancing their existing abilities.

Sharing Expertise Across the Team:

The platform ensures that expert knowledge is accessible to everyone on the team, including new hires. This way, less-experienced employees can quickly access expert-level guidance, improving overall team efficiency.

Users are more comfortable with human interaction over AI and might resist adopting new technology.

Human-AI Collaboration:

Maintenance Assist is designed to support, not replace, human interaction. It works as a tool that enhances your team's capabilities, allowing them to continue relying on personal expertise while receiving AI-driven insights.

Comprehensive Support: We offer personalized training and onboarding to ensure users feel comfortable with the technology and understand its value, helping them make the most of AI.

24/7 Availability: Maintenance Assist is always on and available to support questions. Late nights and holidays included.