

CUSTOMER FREQUENTLY ASKED QUESTIONS (FAQS)

1 WHY SHOULD A CUSTOMER CHOOSE HONEYWELL FORGE PERFORMANCE⁺ FOR INDUSTRIALS | PRODUCTION INTELLIGENCE?

Production Intelligence helps customers overcome silos and centralize data from disparate systems to enable real-time visibility, stakeholder collaboration and improved operational efficiency. The solution employs analytics to minimize wasted time and human error by automatically identifying, prioritizing, and suggesting key patterns, root causes, and recommended actions.

Additionally, Production Intelligence adapts operations to constantly changing conditions and demand through deviation predictions that reduce operational risk while maintaining process integrity. The software drives cloud standardization to deliver scalable, repeatable, and easy to maintain outcomes that shorten the learning cycle and provide continuous knowledge capture for operational teams.

Our differentiators:

- Pre-packaged with scalable analytics
- Does not require data science expertise
- Delivered as a service ready for enterprise scale
- Seamless connectivity to OT data
- Vendor agnostic and can integrate with existing control and monitoring or historian solutions

2 HOW CAN PRODUCTION INTELLIGENCE INTEGRATE WITH THIRD PARTY SOLUTIONS/PLATFORMS?

Production Intelligence integrates with many third party solutions and platforms to address a variety of uses cases, using standard edge connectors that support data transfer via protocols like OPC, ODBC etc. Other integration mechanisms include APIs, file transfers, etc.

3 IS THE PRODUCT SETUP VIA SELF-SERVICE? IF NOT, HOW IS SETUP PERFORMED?

As a SaaS offering, Production Intelligence comes with many built-in capabilities to enable usage with minimal setup effort apart from establishing connectivity and some basic configuration. .

4 HOW DOES HAVING PRODUCTION INTELLIGENCE IN THE CLOUD HELP ME? WHAT ADDITIONAL BENEFITS DO I GET FROM DEPLOYING PRODUCTION INTELLIGENCE ON MICROSOFT CLOUD?

Production Intelligence provides scalability, gaining access to newer features when published, newer APIs which provide quicker integration with other business intelligence tools and lower cost of ownership due to cloud deployment.

Maintenance and upkeep of asset and analytics models are managed by Honeywell, making the process simpler and reducing downtime.

•Which cloud platform did Honeywell use to build Production Intelligence?

We built Honeywell Forge Performance+ for Industrials | Production Intelligence on Microsoft Cloud working with Microsoft.

•What if I am not an Azure cloud customer and want to use other cloud service providers (CSPs)?

We are actively working towards deploying Production Intelligence on different cloud platform providers and expect to be available soon. Please work with your sales manager on your specific needs.

5 IN WHICH MICROSOFT REGION IS DATA BEING HOSTED?

Data is hosted in the US East zone. Honeywell is working on a plan to expand hosting capabilities globally.

6 HOW DOES HONEYWELL MANAGE EUROPEAN DATA PRIVACY REGULATIONS?

Honeywell complies with GDPR standards at all times based on geography and customer requirements. Products may vary depending on the customer needs.