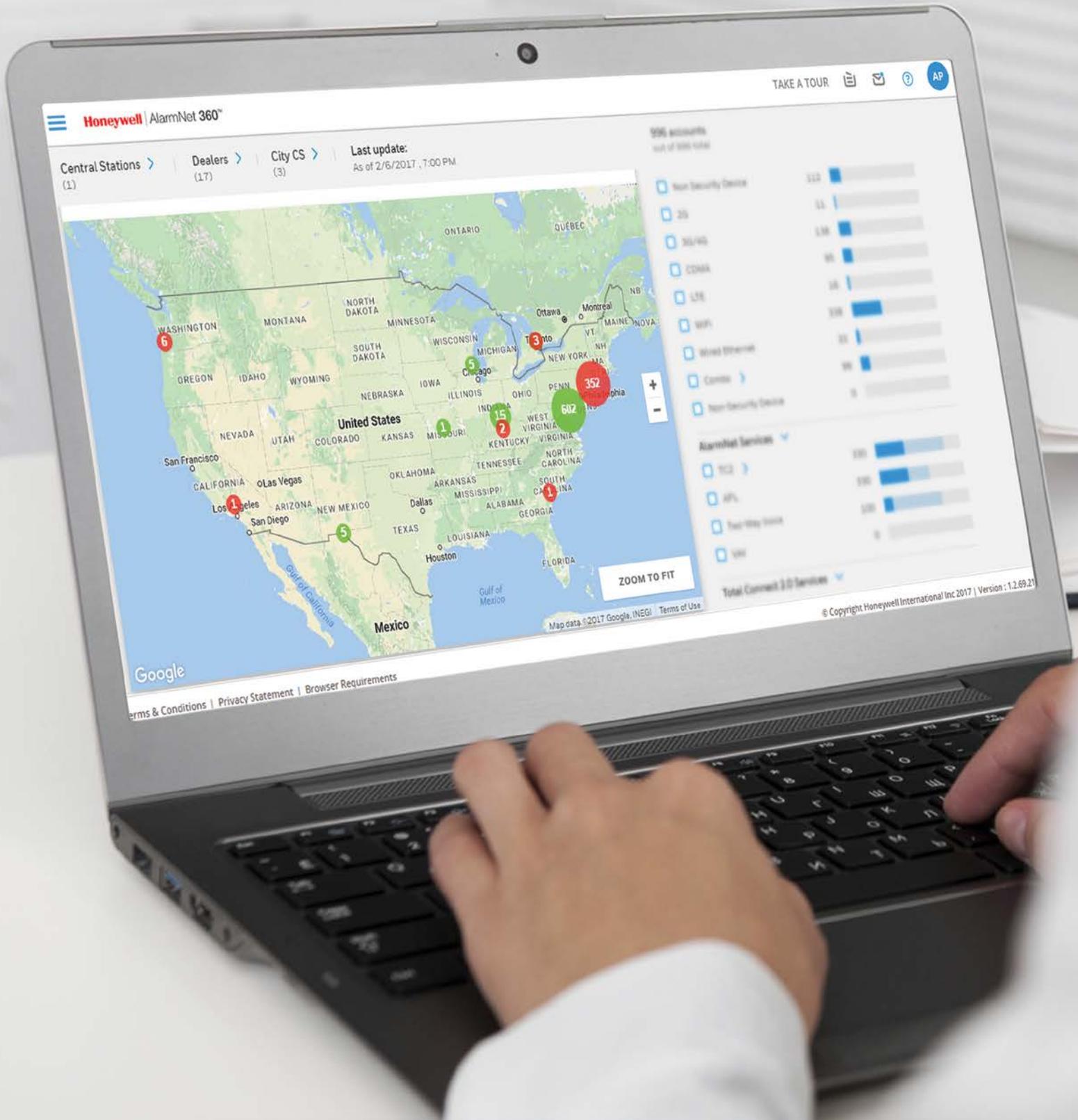


# AlarmNet 360™ Insights



# AlarmNet 360 Insights

Our new interactive dashboard simplifies customer growth and customer service. It makes it easy for you to drive new business, upsell opportunities and RMR. Purchase behavior can even be used to help reduce attrition. The Map View shows your entire customer base, and a wide-range of filters can be applied to view your account base by communication type, communicator model, AlarmNet® service, and Honeywell Total Connect® 2.0 services and devices. Critical issues can be easily spotted. Customers can toggle between Map and List views and download the data to a spreadsheet with detailed information. Visit the “Dashboard” section in AlarmNet 360 today to start identifying opportunities for business growth.

## Use Filters for Better Results

Filters help you get the customer information you need, when you need it. Your staff will be armed with knowledge to help them service the end user more effectively and efficiently. Providing your staff with the most robust information possible helps to expand the scope of solutions you provide and offers upsell opportunities.

## Communication Technologies

FEATURE:	BENEFIT:	VALUE:
Shows how many communicators are in the field by technology type.	You can see the distribution of AlarmNet® communicators for your company by technology type, which helps to provide additional sales and upgrade opportunities. The ability to view your mix of carrier radios enables you to quickly see the impact of a network issue in a given area. This helps provide useful information to service teams, which can then concentrate their efforts on a specific location.	The data can be used to easily pinpoint critical issues and react more quickly to customer needs through superior customer service. It enables RMR retention and can also provide upsell opportunities.

## Monitoring Services

FEATURE:	BENEFIT:	VALUE:
Displays the services that the accounts subscribe to.	You can view the distribution of Honeywell Total Connect® Remote Services, Advanced Protection Logic® and Two-Way Voice services against the total number of accounts, and see where there's room for growth. You can also see the number of accounts that are subscribed to each service, those not subscribed and those that are not capable of utilizing each service.	Provides growth, upsell and additional RMR opportunities, and can help reduce attrition.

## Honeywell Total Connect 2.0 Services

FEATURE:	BENEFIT:	VALUE:
Displays specific types of services within Honeywell Total Connect 2.0.	You can see the services your customers subscribed to such as Automation, Information, Advertising, etc., which services are the most popular amongst customers as well as areas for growth. You can also see which accounts are not subscribed and which, if any, are not capable of utilizing each service. This information can be very helpful in decisions to offer services to similar types of accounts.	Provides growth, upsell and additional RMR opportunities, and can help reduce attrition.

## Honeywell Total Connect 2.0 Devices

FEATURE:	BENEFIT:	VALUE:
Honeywell Total Connect 2.0 Locations with devices installed (GPS, Switches, Thermostats, Locks, etc.)	You can view the number and percentage of accounts that have Honeywell Total Connect devices installed among your account base, the number and percentage that do not have the devices installed, and accounts whose systems cannot utilize that device.	This data can be used to create upsell opportunities to locations that may only have one or two devices, and growth opportunities for similar accounts.

## Communicator Models

FEATURE:	BENEFIT:	VALUE:
Displays the communicators that are active in the field. Defaults to the top five (5), but you can select “show more” or “show less” as needed.	You can see which specific AlarmNet communicators are the most and least commonly selected for your company. Knowing which communicators are used most often may be very helpful when training new installation and customer service professionals.	You can expand or limit your investment in certain communicator types, focusing on the most commonly selected communicators where options exist for a specific panel type. This also creates upsell opportunities for similar accounts that may not yet have an AlarmNet communicator.

### For more information

[www.honeywell.com/security](http://www.honeywell.com/security)

### Honeywell Security and Fire

2 Corporate Center Dr. Suite 100  
P.O. Box 9040  
Melville, NY 11747  
1.800.323.4576  
[www.honeywell.com](http://www.honeywell.com)

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