

# From Paper Logs to Predictive Intelligence

How Honeywell used Telepresenz® Smart Ops™ to digitize plant operations across Fort Liberty—modernizing data collection, automating compliance, and giving federal stakeholders real-time visibility.



## 90%

Reduction in manual reporting time through automated midnight data collection



## 100%

Real-time visibility into plant performance and incident response



## 100%

Digital traceability via centralized, auditable inspection records

**Client:** Honeywell Building Technologies

**Industry:** Government Facilities / Energy & Infrastructure

**Scale:** U.S. Department of Defense (Fort Liberty, formerly Fort Bragg)

**Worker Environment:** Smart Ops™ (Digital Workflows, Dashboards, Automated Reporting)

**IT Environment:** Secure on-premises and hybrid cloud deployment

**Devices:** Mobile tablets for inspectors; desktop dashboards for administrators

Fort Liberty operates one of the largest military facility networks in the United States, encompassing 17 heat and chill plants maintained by Honeywell. Each day, operators work two 12-hour shifts, with each operator performing two inspection rounds per shift—each round taking nearly three hours to complete.

Before Telepresenz®, operators relied entirely on paper-based logs to record equipment readings and system parameters during rounds. These handwritten entries were later transcribed manually into Excel for reporting. Additionally, teams maintained a physical logbook for shift handovers, documenting entry times, anomalies, and operational notes — a process vulnerable to data loss, transcription errors, and inefficiency.

The lack of digital tools limited Honeywell's ability to monitor operations in real time, analyze trends, or demonstrate measurable performance improvements to federal stakeholders. Monthly reporting — especially on fuel consumption and runtime data — was arduous, requiring manual calculations from hundreds of handwritten readings across 17 plants.

*"Our operators were capturing thousands of data points by hand every day — accuracy and speed were constant challenges."*

**Solution: Telepresenz® Smart Ops™ for Digital Inventory Management and Remote Inspections**

Honeywell partnered with Telepresenz® to digitize field operations and create a unified, connected environment for monitoring, reporting, and compliance across Fort Liberty's 17 plants. Operators were equipped with rugged Android tablets with cellular connectivity, ensuring uninterrupted access to Telepresenz® Smart Ops™ even in low-connectivity areas.

Smart Ops™ replaced paper-based logs with digital, guided workflows that mirrored existing routines. Operators now record readings, comments, and photos directly in the system, with every entry automatically timestamped and geotagged. Supervisors can monitor progress and detect anomalies in real time through a centralized dashboard, enabling early issue resolution and continuous operations.

Incident reporting was also streamlined — operators could instantly submit visual reports from their tablets, triggering automatic alerts and rapid triage. The once-manual midnight reporting process was fully automated, consolidating readings from all 17 sites and generating compliant, submission-ready summaries.

Within eight months, nearly one million records were captured, creating a complete, searchable digital history of every reading, incident, and maintenance event. The result: faster insights, real-time visibility, and seamless performance analysis across all facilities.

*"We went from hours of manual entry to instant insight — every metric, every shift, visible in real time."*

The transition from manual to digital operations at Fort Liberty fundamentally transformed how Honeywell managed its facilities. Operators now spend less time on paperwork and more time optimizing performance.

Supervisors and federal stakeholders access real-time dashboards and automated monthly summaries, offering complete transparency into energy use, runtime efficiency, and incident response.

The result: a smarter, faster, and more accountable operation, with seamless scalability across Honeywell's broader P3 and federal portfolios.

**Key Outcomes:**

- Over 1 million operational records digitized in 8 months
- 90% reduction in time spent on daily and monthly reporting
- 100% visibility across all 17 heat and chill plants
- Automated daily usage and runtime reports submitted to federal authorities
- Real-time incident notifications accelerating corrective action

*"Smart Ops™ made every round, every report, and every shift measurable — and auditable."*

**About Telepresenz®**

Telepresenz® — AI-Powered. Frontline-Focused. Future-Ready. Telepresenz connects inspectors, engineers, and administrators through real-time collaboration and AI-powered operational workflows. With Smart Ops™, aerospace teams gain digital control over inspections, inventory, and compliance — turning complex maintenance programs into seamless, transparent, and efficient operations.