

# Turning After-Hours Visibility into Operational Assurance

How Honeywell used Telepresenz® Smart Ops™ to transform night-shift operations at the FDA's flagship facility — improving transparency, accountability, and stakeholder confidence.



## 75%

Faster reporting cycles using Smart Ops™ data capture and dashboards



## 100%

Transparent stakeholder visibility across after-hours shifts and critical assets



## 100%

Digital traceability via centralized, auditable inspection records

**Client:** Honeywell Building Technologies End-Client: U.S. Food & Drug Administration (FDA)

**Industry:** U.S. Food & Drug Administration (FDA)

**Scale:** Facilities Management / Federal Infrastructure / P3 Operations

**Worker Environment:** Smart Ops™ mobile platform on iPads and smartphones Environment

**IT Environment:** Secure hybrid deployment with encrypted cloud storage and AI-ready analytics

**Devices:** AR Glassess and Handheld devices

Honeywell manages after-hours operations at the FDA's high-security White Oak campus, overseeing mechanical, electrical, plumbing, and automation systems across multiple buildings. With the client's contract up for renewal, Honeywell needed to demonstrate quantifiable value, visibility, and accountability during its night-shift operations — a period previously difficult to monitor effectively. Historically, after-hours staff used RF tag scans to log room entries and exits. While these logs confirmed presence, they provided no insight into work quality or task outcomes. Stakeholders lacked visibility into how teams ensured uptime, safety, and compliance — leaving Honeywell vulnerable during contract evaluations.

At the same time, incidents like undetected water leaks highlighted inefficiencies in manual processes, driving the need for proactive monitoring, real-time communication, and measurable assurance.

*"RF scans proved people were there—but not what value they were creating."*

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

Honeywell deployed Telepresenz® Smart Ops™ to transform its after-hours operations into a digital, insight-rich, and AI-driven model of efficiency.

Through standardized digital workflows, technicians now perform guided inspections on iPads and smartphones, capturing photos, videos, and voice notes for every task. Each round is automatically timestamped and geo-tagged, replacing basic RF logs with complete visual evidence.

All captured data uploads to a secure cloud repository, building an audit-ready trail accessible by supervisors and stakeholders. Integrated dashboards display real-time performance metrics, inspection trends, and SLA adherence, providing immediate clarity into operations.

Over time, Smart Ops™ began unlocking AI-driven insights—detecting recurring anomalies, predicting failures, and introducing dynamic variability into routine inspections to prevent complacency.

*“What used to take hours in manual reporting is now automated — data, visuals, and insights all in one view.”*

With Smart Ops™, Honeywell transformed reactive after-hours management into a proactive, transparent, and data-driven operation.

Reports that once took up to 90 minutes per shift now generate automatically within minutes. Supervisors and FDA stakeholders gain full visibility into technician performance, issue resolution times, and asset condition trends.

As a result, Honeywell demonstrated clear, measurable value to the FDA — strengthening contract confidence and setting a new operational benchmark for its P3 portfolio.

**Key Outcomes:**

- 75–80% reduction in reporting time per shift
- 100% stakeholder visibility through real-time dashboards
- 30–40% lower unplanned downtime through early detection
- Enhanced accountability and operator recognition
- Stronger client trust and contract retention

*“Smart Ops™ gave us full visibility overnight — literally.”*

**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.