

Case Study. Helping Honeywell one department at a time.



BRIDGING THE GAP FROM LOW USER ADOPTION TO SEAMLESS INTEGRATION.

SITUATION

Honeywell was faced with low user adoption of Oracle Siebel CRM. Users reported it was too time-intensive to enter data into the CRM application. In addition, offline access for field service employees needed to be enhanced. Honeywell partnered with Invisible Solutions to power its improvements.

SOLUTION

After 10-12 weeks, and an on-budget implementation, CRM Desktop went live with Sales. It was an immediate success with employees. Better integration made it significantly easier for across Honeywell's network to access the system and leverage the benefits of CRM data. We included full-featured offline access that synchronized with the CRM software so users could get access to the same data and associations when they were offline and up to date changes when they reconnected.

In fact, it was so well-received, Honeywell approached InvisibleCRM to do another version for the Services department. After another round of customization and 10-week implementation resulted in a CRM Desktop rollout for Services.

OUTCOME

Feedback has been overwhelmingly positive for both Honeywell Sales and Services. Mobile workers in both departments report big improvements in offline access. And user adoption increased so that presently there are more than 2,000 employees using CRM Desktop. In addition, Honeywell INSERT BUSINESS FACTS HERE (% INCREASE IN PROFITS OR EFFICIENCY, ETC). After training, management of the technology was handed off to Honeywell's internal development team. So now they are self-sufficient and making updates on their own.

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SALES

sales@invisiblesolutions.com

GENERAL INQUIRIES

inquiries@invisiblesolutions.com

TECHNICAL SUPPORT

support@invisiblesolutions.com

PHONE

+1.8866.684.9276

