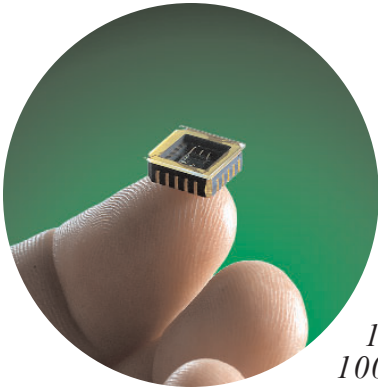# EOS Case Study:

Honeywell

Honeywell International is a $26 billion diversified technology and manufacturing leader, with 109,000 employees in over 100 countries. Honeywell, a Fortune 75 Company, serves customers worldwide with aerospace products and services; control technologies for buildings, homes and industry; automotive products; turbochargers; power generation systems; specialty chemicals; fibers; plastics and advanced specialty materials.

"EOS.Web helps us do our jobs faster and more efficiently, we really like the Web interface."

Cathy Juneau
Systems Librarian
Honeywell International

Learning: Critical to the success of Honeywell

Learning keeps Honeywell employees up-to-date so that they can apply the latest techniques to their jobs. Knowledge acquired from books, formal training, from others, and from experience is as important to Honeywell as cash flow or equipment.

Honeywell believes that the ability to learn faster and learn more than their competition gives them an advantage in the global markets they serve. The results speak for themselves: double-digit earnings growth and significant improvements in productivity that have driven hundreds of millions in savings each year.

On Demand Knowledge Services at Honeywell

Within Honeywell are the Laboratories, a group of scientists and engineers aligned with businesses, which help develop

Solution Overview

Challenge: In 2003, Sydney*PLUS* began to phase-out their system.

Solution: Evaluate other solutions based on the following criteria:

1. Easy to use
2. Little to no training for end-users
3. Flexible cataloging
4. Accurate access to all materials
5. Cost effective
6. Web-based solution
7. ASP-hosted

"We then used Honeywell's Six Sigma Plus tools to help with the decision-making process," states Cathy Juneau, Systems Librarian, Honeywell International.

EOS.Web Makes the Grade!

Honeywell's Six Sigma Plus methodology (Define, Measure, Analyze, Improve, and Control) focuses on implementing high impact projects that drive results consistent with the needs and priorities of a business. Its rigorous project selection process is linked to the company's annual operating plan and strategic planning process, with senior management actively involved in project and goal deployment. It enables Honeywell to continuously improve the way they do things so that they can capture greater value not just for themselves, but also for their customers.

EOS
connecting people to knowledge

products for the future. This worldwide group is responsible for research and development in the scientific, business, and marketing areas, and they keep the primary technology library at Honeywell very, very busy. Staff at the Honeywell library processes about 4,000 material requests and perform about 65 literature requests per month.

"Our core customer group is the Honeywell Laboratories, located mostly in the Minneapolis and Phoenix areas," states Cathy Juneau, Systems Librarian for Honeywell International. "They need access to technical articles, market research, standards, books and quality research. They want them as soon as they can get them, if not sooner."

The collection at this Honeywell library consists of over 25,000 items including videos, audios, conference proceedings, internal documents, books, etc. and over 600 journals. While they are the primary technical library, there are also 5 smaller libraries that specialize in their divisions' particular interest, such as chemistry. Each library operates independently of each other, helping to create an environment where learning is built into working together to improve competitiveness.

Sydney*PLUS* Phase-out

"In early 2003 we decided to research other library systems when our current system, Sydney*PLUS*, began phasing out the version we were using," states Juneau. "We were hoping to go with an entirely Web-based system, and chose 4 systems to evaluate: Sirsi, EOS, Sydney*PLUS* and Softlink.

When faced with the problem, the decision-making team at Honeywell did a lot of reading, relied on the "Computers in Libraries" special issue on automation systems, and used Honeywell's Six Sigma Plus tools to help with the decision-making process.

"We needed a system that provided ease of use and accurate access to all the materials and resources that our library has to offer. The system should allow for flexibility in cataloging items in a library and require almost no training for the user. It should also be cost-effective," states Juneau.

After a complete evaluation process, Honeywell selected EOS.Web due to the Web interface, ease of use, cost, and the ability of EOS to ASP-host EOS.Web on EOS servers located in their Global Data Center in Carlsbad, CA.

"EOS.Web helps us do our jobs faster and more efficiently. We really like the Web interface. Plus, EOS.Web is easy and intuitive for our customers to use. I would recommend EOS.Web to others in my field," states Juneau. "I have been very pleased with all the departments at EOS International. Everyone has been friendly and helpful."

Cathy L. Juneau, Systems Librarian, Honeywell International
Cathy has been a librarian at Honeywell for over 10 years and assumed the position of systems librarian about 5 years ago. She is one of 4 librarians at the primary technology library in Minneapolis, MN. She earned her MLIS from the College of St. Catherine in St. Paul, MN. The librarians at Honeywell belong to SLA and ASIS&T.

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