

Certified Dealer Network



GREATER KNOWLEDGE. GREATER EXPERTISE. GREATER SUPPORT.

One of the most exciting developments the industry has ever seen, Honeywell Lyric will expand your connected home offering and help grow your business. You can't always predict the future, but you can anticipate that your customers will need the support of well-qualified technicians. Be prepared with Lyric Certification.

Achieving Lyric Certification will provide you and your technicians with everything you need to attain the highest level of expertise and, in turn, provide your customers with the support they deserve. Successful dealers deliver world-class service—helping to increase customer satisfaction, build loyalty and reduce attrition.

BENEFITS OF CERTIFICATION

- **Differentiation from the competition:** Separate yourself from the rest with technicians that have been thoroughly trained and certified on Lyric products.
- **Increase profits:** Having technicians who are thoroughly trained on Lyric products enables you to save time and money on installations. It also results in decreased customer service calls—as well as calls to Honeywell Technical Support.
- **Customer assurance:** You and your customers can rest assured that your technicians have passed rigorous Lyric Certification exams and have the skills required to install, deploy and maintain Lyric products.
- **Tools for success:** Having certified technicians gives you and your technicians the tools for success with the Lyric platform.

CERTIFICATION DETAILS

Objectives

The difference between a signed contract and a lost opportunity often results from the knowledge and expertise of the dealer. Having a staff of certified, skilled technicians lets your customers know they've selected the very best, and can count on a level of excellence synonymous with the Honeywell brand.

With Lyric Certification, you can:

- Provide a better customer experience
- Receive a better dealer experience
- Deliver higher levels of customer service
- Reduce installation time
- Achieve a marketing advantage
- Obtain a higher close ratio
- Reduce calls to Honeywell Tech Support



Enrollment

To be eligible for the Lyric Certified Dealer Network, your company must first have a signed Lyric Certified Dealer Agreement. After obtaining the agreement, you'll be contacted to schedule certification training.

Requirements

Your company is required to maintain a 75% ratio of trained technicians. Specific prerequisite classes must be completed by each technician prior to taking the Lyric Certification Training course. Once each course is successfully completed with a score of 80% or higher, the technician will receive a certification number, which will be required when contacting Honeywell Technical support.

Required Courses

Course Name	Course Type	Training Options
Honeywell Alarm Basics*	Prerequisite	Instructor-Led Self-Paced
Introduction to IP Networking	Prerequisite	Instructor-Led Self-Paced
Z-Wave® Basics	Prerequisite	Instructor-Led Self-Paced
AlarmNet 360™	Prerequisite	Instructor-Led
Honeywell Total Connect™ Remote Services	Prerequisite	Instructor-Led
Lyric Certification	Requisite: Schedule after the above courses are completed	Instructor-Led Self-Paced

**Honeywell Alarm Basics Course must be completed first*

Term

Certification is valid for one year. Additionally, as new course topics are made available, these optional classes will be sent to certified technicians for ongoing learning.

Re-certification Requirements

Re-certification must be completed prior to the one-year anniversary of your certification. Reminders will be sent three (3) months prior to the expiration date. Upon successful completion of the online certification test, you will be re-certified for one year.

Lyric™

Certification Process

Certified Dealer Network

MAKE LYRIC CERTIFICATION WORK FOR YOU

Customer Satisfaction

Gain the confidence of your customers because they'll know you've invested in certifications to better support their needs. No customer issue—big or small—will go unresolved.

Lower Operating Costs

Spend less money on service calls because your technicians will be more efficient with deploying and maintaining systems. And your customers will experience faster resolution times.

Achieve a Competitive Advantage

Stand out from the rest in a highly competitive marketplace. Having trained and certified technicians will give you the competitive edge you're looking for on that next opportunity.

Think you have what it takes to become Lyric Certified? If the answer is yes, contact your local District Manager or call 1.800.323.4576 to see how you can get started.



For more information: www.honeywell.com/security

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L/LDPCERTB/D
May 2016
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