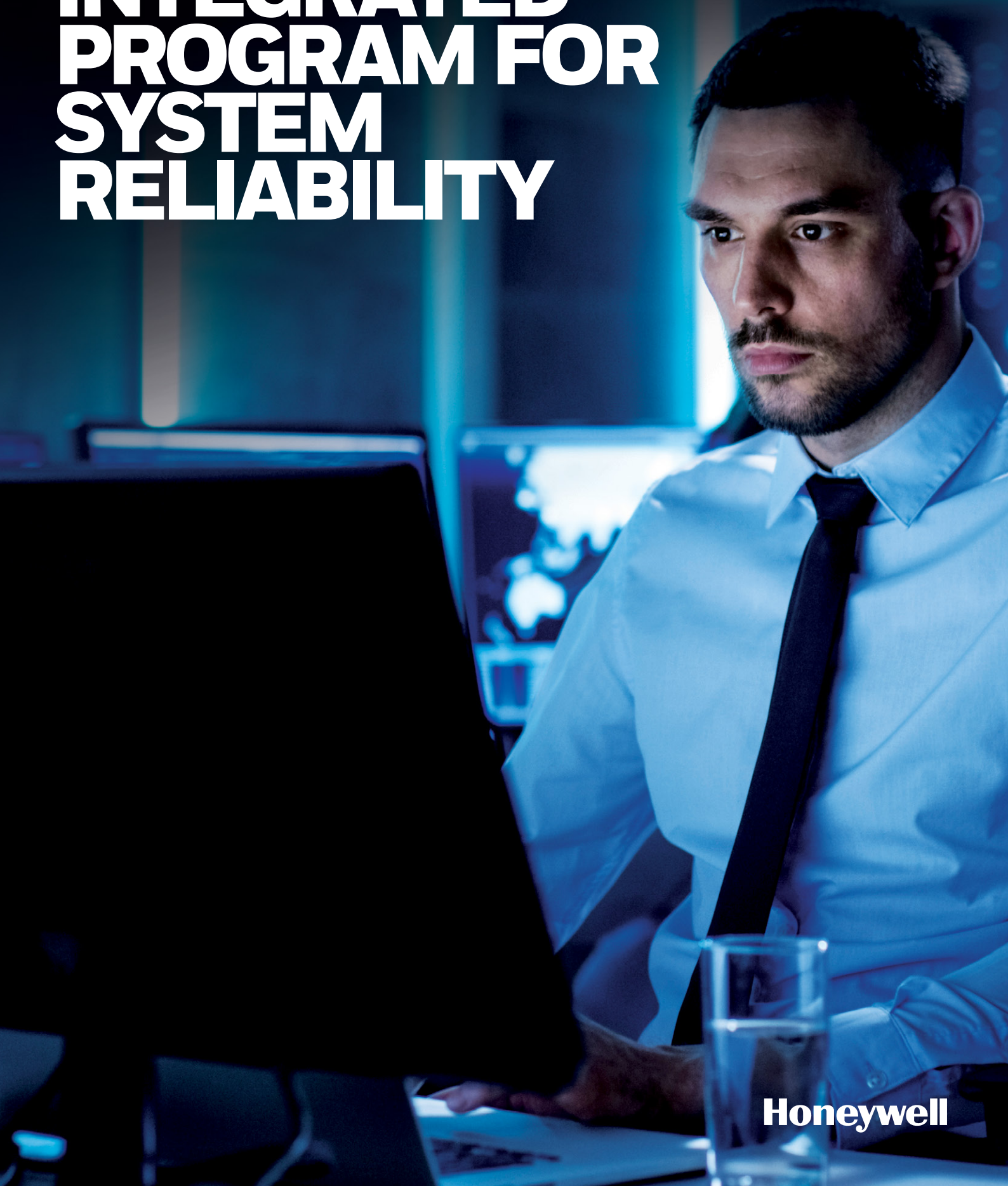


**ENABLED
SERVICES**
**INTEGRATED
PROGRAM FOR
SYSTEM
RELIABILITY**



Honeywell



Honeywell Process Solutions knows that production, profit and people are at risk when operational and asset insights are limited. Resource constraints and market-driven cost pressures have an impact on efficiency and productivity. This situation makes it imperative to improve asset reliability, increase operational effectiveness and reduce the total cost of ownership (TCO) of operational technology (OT) systems.

INNOVATIVE & INTEGRATED SERVICES FOR RELIABILITY AND COMPLIANCE

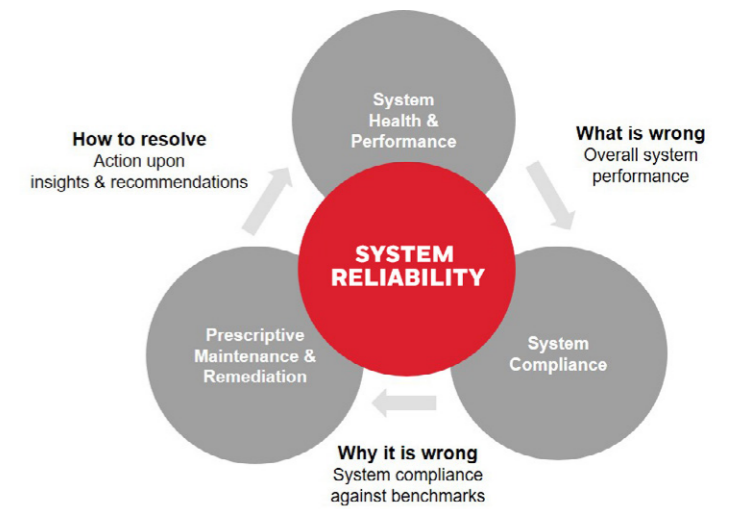
Today, many plant owners/operators are overwhelmed with data and lack the internal resources to identify operating problems and compliance risks. They're also burdened by reactive, labor-intensive maintenance programs.

The complexity of the modern industrial control system (ICS) places greater demands on service and support capabilities. These systems are subject to technology "churn" and have frequent hardware and software refresh requirements.

Forward-thinking process automation experts are reevaluating their outdated break-fix approach to system maintenance.

Honeywell Enabled Services transforms this approach with a connected, proactive solution that brings together world-class technology, software tools and automation expertise.

Enabled Service is a subscription-based service for your ICS system allowing you to assess, manage and optimize systems and operations without having to be physically onsite. In case problems arise, Honeywell's experts can rapidly analyze the situation and make fast recommendations to solve the issues and be onsite if needed.



Enabled Services is designed around three key pillars to support you.

Enabled Services offers a wall-to-wall solution utilizing remote connection and/or local data collection, predictive and diagnostic tools, and global resource centers to provide customers with actionable insights on how to maintain system health, prioritize resources, amplify performance, availability and make critical decisions faster. This approach is proactive and not like current ad-hoc maintenance solution offerings, home grown solutions that compromise migration readiness, and/or delaying maintenance until break-fix.



System Reliability

Honeywell Enabled Services utilizes intuitive and consistent dashboards providing valuable information regarding system health, performance, availability and compliance, and delivering actionable recommendations, with the ability to drill down to understand root causes.

System Health, Performance and Availability

Enabled Services monitors applications, system performance, availability and capacity functions to provide early warnings and notifications of potential health, availability and performance related issues.

System Compliance

System Compliance is a built upon multiple compliance checks, depending on the selected Enabled Services Program. The services are used to monitor and create actionable recommendations on security, network and human-machine interface (HMI), so that any non-compliance action can be taken to avoid potential downtime, connectivity or security incidents.

Prescriptive Maintenance & Remediation

Enabled Services perform corrective and preventive maintenance recommendations on more than 1000 system parameters, and for quick remediation software support covered by the program as well as remote or on-site labor can be offered.

BUILD TO SUPPORT YOUR BUSINESS OBJECTIVES

As a plant owner/operator, whether your business objectives are to reduce TCO, maximize system lifetime or ultimately to optimize production outcome, the Enabled Service Program is designed to help you optimize and in a consistent and efficient manner execute your maintenance strategy, so that your system reliability is maximized.

OPPORTUNITY

Up to **50%** of Plants operate with limited insight and integrated maintenance programs therefore reducing efficiency of maintenance execution and sub-optimize the impact on the business objectives.

Business Objectives

- Optimize Outcome
- Reduce TCO
- Extend Lifetime

Focus on improving TCO, minimize downtime or extend lifetime, while keeping current maintenance strategy to avoid compromise reliability and compliance.



Maintenance Strategy



TAKE A PROACTIVE APPROACH BY MAKING DAY-TO-DAY DECISIONS AND SYSTEM MAINTENANCE FASTER

With Honeywell Enabled Services, industrial organizations have a new way to ensure control system health, reliability and compliance. This programmatic solution enables manufacturers to get back to what they do best—running plant processes—without worrying about ongoing control system maintenance and support.

Honeywell Enabled Services employs a unique approach to help customers assess, manage and optimize their automation system.

Enabled Services software assesses assets across the enterprise, collecting real-time performance data, managing and prioritizing maintenance with expert insights and best practices to enable smarter decision-making and increasing the reliability of critical plant operations.

The Enabled Services program can also drive system security compliance by identifying vulnerabilities and implementing effective protective measures.

There are several core benefits to utilizing Honeywell Enabled Services:



Expanded Service Resources

- Automate appropriate support functions
- Employ proactive monitoring and diagnostic technologies
- Utilize advanced analytics to uncover key maintenance requirements and areas of improvement
- Provide relevant and actionable information to local service specialists



Greater Domain Expertise

- Address concerns related to system health and asset management
- Leverage the collective knowledge and domain expertise of Honeywell support specialists around the world
- Attack common system performance, availability, health and reliability issues



Enhanced In-house Capabilities

- Supplement your organic support capability
- Deliver valuable recommendations to be executed by in-house personnel
- Use actionable intelligence to solve difficult operational problems
- Focus on areas where support efforts are most needed



Improved Decision Making

- Gain greater control of system reliability through data driven decision-making
- Expand data acquisition using connected sensors, service nodes, remote support, and other tools
- Arrive at faster, more informed maintenance decisions
- Take the guesswork out of operational expense (OPEX) strategies
- Prioritize maintenance and support activities based most important tasks
- Increase your understanding of risk management performance and system security preparedness
- Use robust dashboards with a user-friendly interface to display insights and recommendations in the areas

MEET YOUR UNIQUE REQUIREMENTS WITH FLEXIBLE OPTIONS AND ENTITLEMENTS

Honeywell Enabled Services provides two levels of service to assist customers with different and/or unique system support requirements. With this flexible solution, plant owners can reduce costs for correcting operating problems while taking a structured, predictive approach to maintenance expenditures realize a higher value from support services.

Enabled Services Essential

Enabled Services Essential is focused on extracting data from customer operations and then applying standards and Honeywell domain knowledge to identify and present recommended corrective actions related to system health, asset management and standards compliance. The Essential level is recommended to Customers with limited connectivity, but still want to benefits from the program.

Enabled Services Enhanced

Enabled Services Elevated provides an enhanced experience in terms of overall support and maintenance services, improved efficiencies and increased productivity. The Enhanced level is recommended to Customers with a connected system, that want to take full advantage of the continuous benefits of the program.

PROGRAM TYPE	SESP - VALUE PLUS	ENABLED SERVICES - ESSENTIAL	ENABLED SERVICES - ENHANCED	A360-PERFORMA	A360 - OPTIMA
Global Technical Assistance (GTAC) & Remote Services Support	•	•	•	•	•
Software Support & Enhancements	•	•	•	•	•
Enabled Services					
Enabled Services Core (Lifecycle, performance, availability, Compliances)	N/A	•	•	Optional	•
Enabled Services Continuous Monitoring / Availability Alerts	N/A	N/A	•	Optional	•
Enabled Services Auto Upload (L3-L4 File Mover)	N/A	Optional	•	Optional	•
Enabled Services Remote Support - Passive Monitoring	N/A	•	•	N/A	N/A
Enabled Services Remote Support - Active Monitoring	N/A	N/A	•	N/A	N/A
Cyber Managed Security Services Offerings	Optional	Optional	Optional	•	•
Condition Based Maintenance - CBM	Optional	Optional	Optional	Optional	•
Premium Support Center Services	N/A	N/A	N/A	•	•
Site Residency Services	Optional	Optional	Optional	Optional	Optional
Audits & Assessments (Yearly)	Optional	Optional	Optional	•	•
TRAINING	Optional	Optional	Optional	Optional	Optional
Software Tools	Optional	Optional	Optional	Optional	Optional
System Assets	•	•	•	•	•
Kits & Parts Mgt					
Kits & Enhancement Preferred Pricing	•	•	•	•	•



For More Information

To learn how Honeywell's Enabled Services Program provides economic benefits and flexibility, visit process.honeywell.com or contact your Honeywell account manager.

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**THE
FUTURE
IS
WHAT
WE
MAKE IT**

Honeywell