

SupportLite Total Care for Terminals

SupportLite Total Care is Honeywell’s basic support for terminal operations. For a calculable service fee, we provide a package of services to maintain and improve the reliability of their terminal equipment and solutions.

Honeywell provides after-sales support for:

- Enraf tank gauging
- Batch controllers (Fusion 4 devices and additive injectors)
- Small volume provers
- ENTIS, EntisPro and CIU software, as well as gauge firmware
- Other field instruments, including level and temperature transmitters.

This support is free of charge for product related topics: incidents, unexpected product reactions, warranty, questions about documentation.

SupportLite Total Care comprise system related services. These services provide solutions beyond pure product related questions and issues and require expert know-how. Typical system services are:

- Tank strapping tables
- Remote software configuration/commissioning support
- Advanced UDI configuration support
- Advanced application support
- Support of obsolete products
- Bespoke TAC training course

Such services are usually delivered by a Honeywell field service technician. Various of these services can also be delivered remotely by our GTAC (Global Technical Assistance Centre) organization.

GTAC services are available during the working week (Monday to Friday, respective local office time). All jobs assigned a ticket number and are handled by experienced technical specialists.

Value Proposition

- Services from remote to provide expertise customers lack (value for money)
- Access to experiences resources and support
- Improved measurement accuracy
- Enhanced reliability
- Elimination of downtime

FEATURES & BENEFITS

<ul style="list-style-type: none"> • Cost certainty and transparent charging • A single point of contact for support of all key terminal devices and software 	<ul style="list-style-type: none"> • Remote support • OPEX certainty • Improved availability • Reduced risk of downtime 	<ul style="list-style-type: none"> • Faster response and troubleshooting • Reduced delays waiting for site visits management 	<ul style="list-style-type: none"> • Improved system stability • Reduced skills gaps and enhanced competency management with 	<ul style="list-style-type: none"> access to outsourced expertise • Access to Global Technical Assistance Centre
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Customer Challenges

- Lifecycle management
- Rising maintenance costs
- Skills shortages and competency management
- Business continuity

Target Customers & Application

- Tank terminals
- Refineries
- Petrochemical storage
- Other bulk storage facilities

Personas:

- Terminal manager
- General manager, operations
- C-suite (business continuity)

Competitive Selling

Key Customer Benefits with Honeywell Offerings	What Others Offer (SICK, Emerson-Daniel, Krohne)
Local support, weekdays 8x5 (local office hours apply)	No equivalent offering
Cost certainty	Un-predictable
OEM expert with decades of experience	

Qualifying Questions

- Are maintenance costs escalating?
- Do you have difficulty finding and retaining experienced maintenance personnel?
- Have you experienced poor availability or unplanned downtime because of your terminal equipment?
- Is maintaining measurement accuracy critical for the safety and smooth operation of the terminal?
- Do you need quicker maintenance and support responses?
- Are you looking for a service partner who can share your maintenance & operations responsibilities?

Honeywell Expertise

Honeywell provides services and maintenance offerings to suit every business. From telephone support to outcome-based packages, we help business control costs, ensure compliance and maximize performance. Our expert services are delivered with highest standards of customer care.

Our service contracts help operators ensure accurate, reliable measurements across operations to protect profits; eliminate downtime; control maintenance costs; and avoid incidents that can compromise compliance or safety on site.

More information

Bulletin Board