

# Enhanced Total Care for Terminals

Enhanced Total Care is Honeywell’s full program service contract for terminal businesses. For a defined, annual service fee, we provide a package of services and unlimited telephone support to maintain and improve the reliability of Honeywell terminal solutions installed in customer facilities.

A single contract provides comprehensive cover for the key terminal assets: Enraf tank gauges, small volume provers, batch controllers and other field instruments, including level and temperature transmitters. It also covers Entis, EntisPro and CIU software, as well as gauge firmware.

Honeywell provides unlimited access to its local telephone support and Global Technical Assistance Center (GTAC) troubleshooting service, as well as a range of other services:

- Spare parts management
- Predictive maintenance
- Configuration support
- Validation
- Software updates and upgrades
- Honeywell User Group entry.

### Value Proposition

- Faster troubleshooting
- Access to skilled resources and support
- Improved measurement and operations reliability
- Asset availability
- Spare parts availability
- Cybersecurity

### Customer Challenges

- Lifecycle management
- Rising maintenance costs
- Spares availability and obsolescence
- Software security and updates
- Skills shortages and competency management
- Business continuity
- Efficiency

### Target Customers & Application

- Standalone Terminals
- Refineries integrated Terminals
- Airport Terminals
- Import / Export Terminals
- Tanks in Fuel Storage Depots

### Personas:

- Automation Supervisor
- Maintenance Manager
- General manager, operations

## FEATURES & BENEFITS

- Cost certainty and transparent charging
- A single contract and point of contact for support of all measurement equipment
- Remote support
- Improved availability
- Reduced risk of downtime
- Faster responses
- Reduced delays waiting for site visits management
- Improved reliability and efficiency
- Spares management for availability and elimination of obsolescence concerns
- Secure, timely software upgrades and updates for improved cybersecurity
- Free User Group entry for two which helps to remain updated on automation latest technology

## Competitive Selling

Key Customer Benefits with Honeywell Offerings	What Others Offer (TopTech, E+H, Emerson-SAAB, Krohne, VAREC etc. )
A single contract to address customer needs	No such single contract available to offer
Cost certainty	Un-predictable
Unlimited service requests (SRs) included	Not available with most competitors
Remote support	Available
Local support and GTAC troubleshooting	Available
Spares management	Not available, Spares supply on need basis
Preventive maintenance visits	Available
Software updates and upgrades	Need basis
Annual validation of level and temperature transmitters	Need basis
Configuration support	Available with few competitors
OEM expert with decades of experience	Limited

## 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 or software?
- Is maintaining measurement accuracy critical for the safety and smooth operation of the terminal?
- Do you need quicker maintenance and support responses?
- Is managing your spares inventory an issue?
- Who ensures software is updated?
- Could you cut run to failure costs by detecting emerging problems?
- Are you interested in predictive maintenance?
- Are you looking for a service partner who can share your maintenance and 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 and control maintenance costs; and avoid incidents that can compromise compliance or safety on site.

## More information

Bulletin Board