BIG AREAS OF CHANGE

Whether you’re looking to address a skilled labor shortage, modernize systems, optimize performance, mitigate safety or cybersecurity risks, or take full advantage of remote connectivity.

HONEYWELL WILL HELP YOU PROTECT AND SHAPE YOUR FUTURE
HPS | LIFECYCLE SOLUTIONS AND SERVICES

1. Business Overview

2. Portfolio of Solutions

3. Case Studies: Future Proofing Your Business
HONEYWELL LSS
BUSINESS OVERVIEW

- 18 major support centers| 3,100+ customers served
- 63+ countries served
- 4,000 sites
- Houston, TX, U.S.A. Headquarters
- Experts / Support and Service Centers Across the Globe:
  3 Managed Security Service Centers in Houston, Bucharest and Singapore
  2 Premium Support Centers in Houston and Bangalore
  3 Migration CoE in India, Romania and Mexico along with experts spread around 7 locations
  3 QCS Support Centers in France, Finland and USA
PORTFOLIO OF SOLUTIONS

SYSTEM SUPPORT
- Technical support
- System / Software updates – upgrades
- Extended warranty
- Parts Management

SYSTEM MODERNIZATION
- Renew infrastructure and upgrade on process
- Retain intellectual property
- Expand system capabilities
- Enhanced cyber security capabilities
- Modernization solutions to eliminate hardware obsolescence

PERFORMANCE OPTIMIZATION
Solutions delivering business outcomes
- Inventory & Lifecycle mgt & planning
- Condition Based Maintenance
- Best Practice (Compliance) Checks and Recommendations
- Performance Monitoring
- Configuration (Documentati on and Change) Management

WORKFORCE EXCELLENCE
- Training
- Remote expert guidance and troubleshooting
- Virtual and mixed-reality-based training tools
- Skills matrix development, monitoring, reporting, continuous improvement

RISK MITIGATION
- Cybersecurity Risk Reduction
  - Asset risk monitoring
  - Endpoint protection
  - Secure remote access
  - USB threat protection

- Plant and Personnel Safety
  - Gas Leak Detection
  - Video surveillance
  - Smart flare monitoring
  - Visibility of workforce location
SYSTEM SUPPORT
ESSENTIAL SUPPORT SERVICES TO MAINTAIN AND SUSTAIN YOUR AUTOMATION CONTROL SYSTEMS
LSS GLOBAL TECHNICAL SUPPORT

GTAC
Global Technical Assistance Center – a 30+ year old organization providing high level of technical support to customers, field service and project engineering

L2 SUPPORT
Level 2 support organization providing global incident management, problem management and error control

COLLABORATION
Collaborate with Development Engineering for new product development, also responsible for knowledge management

- 21 cities across 12 countries
- Follow the Sun - 365 coverage
- Support via Remote Connectivity, Telephone and the online Support Portal

Experts at your Service
SOLUTION ENHANCEMENT SUPPORT PROGRAM
CUSTOMIZE TO FIT YOUR UNIQUE SITE NEEDS

Comprehensive Software support service that offers flexibility to choose the “right” program bundle to help manage and support your systems.

WHY SESP?

- Reduce Operating Costs
- Enhance System Availability & Reliability
- Software Support & Availability
- Adhere to Cyber Compliances
- Software Upgrades (Enhancements)
- Software Updates (Patches)
- Telephone Technical Support (GTAC)
- Kits & Enhancement Preferred pricing
- Remote Technical Support (Optional)
- Remote Patch Delivery (Optional)
- Remote Virus Protection Delivery (Optional)

"Since adding the online connection to our SESP contract, we have cut the time to identify and resolve system-related issues in half when the tool is used."
Jeff Kesterson
Research Associate, DuPont

"Online support has saved us time in repairing system issues which in turn reduces the time the system is not at its full redundant capability, reducing the risk of plant shutdown due to loss of view or control."
Tony Appleyard,
Senior Tech Officer Control Systems, OneSteel
### ADVANTAGES OF SESP

**Reliability**
- Technical expertise augments internal staff versus having to hire
  - 30% reduction in maintenance labor costs
  - 20% reduction in overall support costs
- 20-30% reduce operating labor cost and 50% faster resolution

**Lifecycle Planning**
- System evolution planning
- Avoid rip and replace situation (preserve assets and intellectual property)
  - Estimated savings (30%) stems from comparing IP protection, business continuity, and asset protection of a continuous evolution approach versus rip and replace
- 30% savings on lifecycle goods

**Optimization**
- Leverage technology advantages
  - Improved performance
  - Latest security
- Enhance system capabilities on an on-going basis
  - Save 80% on receiving software upgrades as compared to purchasing on demand
- Most effective means of staying current

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**Lifecycle Planning For Enhanced Reliability and Optimized Operation**
PARTS MANAGEMENT

The Parts Management program is aimed at minimizing system downtime from parts failures as well as lowering the customer’s cost to support and maintain the spare parts required.

WHY PARTS MANAGEMENT PROGRAM?

- **Reliability**
  - Faster repair time
  - Eliminate unnecessary downtime

- **Capital Efficiency**
  - Eliminate large capital outlays
  - Reduce inventory carrying costs
  - Keep annual expenses under tighter control

- **Risk Planning**
  - Increase plant availability
  - Manage spare parts
  - Establish benchmark for parts stocking

Increased availability and uptime

Predictable Cost

50% Reduction In Cost

Improved Productivity & Asset Support

Reduce Costs and Minimize Risk to Your Operation
SYSTEM MODERNIZATION

REDUCE THE TOTAL LIFECYCLE COSTS OF YOUR AUTOMATION SYSTEMS WHILE CONTINUOUSLY IMPROVING SAFETY, RELIABLY AND OPERATIONAL EFFICIENCY
GLOBAL MIGRATION SUPPORT CENTER

Highest Quality Migrations  Alleviate Resource Constraints  Consistent Use of Standards

End to End Solution to globally advance best practices for flawless migration execution.

- Pole Based Hubs
- Global Resources
  - Pole Migration Champion
  - Regional Migration Principals
  - Area Migration Leads
- Migration Advisory Board (MAB)
  - Forum of Cross Functional Migration Experts

Comprehensive Solution for Migrations
REMOTE MIGRATION SERVICES

Remote Migration Services enables Essential Experion® PKS Upgrades and transforms the way industrial automation modernizations are implemented.

WHY RMS FOR EXPERION MIGRATION?

- IP Retention
- Improved Cybersecurity
- Leverage Latest Technology
- Install Base lifecycle management
- Reduced TCO

How to Migrate?
Experion Migrations via Remote Migration Services

Our Remote Migration Services solution can now address the risks and issues of technology obsolescence remotely. Our Migration Center of Excellence (CoE) experts perform control and safety system upgrades on a 24x7 schedule.

Highlights of Experion Enhancements

- Experion Batch Enhancements updates
- All Experion LCN nodes / Unified Engineering tools
- CAB, HART & Profinet on UOC
- Experion System Enhancements – OPC U/A, EHPM HART, ELMM on UOC
- Experion I/O HIVE, Control HIVE, IT HIVE (with R520)

Optimize Your Process Control System With the Latest Experion
C200 MIGRATION

Honeywell offers multiple solutions to upgrade C200 install base to preserve the intellectual property, Retain Control Strategy, HMI History & Trends. Reliable migration procedure ensures minimum disruption to Process and Physical infrastructure.

WHY C200 MIGRATION?

- I/O & field wiring can be retained
- Control strategies can be migrated with minimum or no changes
- Graphics remain the same
- Manage C200 obsolescence

NEW ENHANCEMENTS

- Internal Configuration Conversion tool services
- Series A I/Os, Profibus, Ethernet Protocol (EIP) supported
- Unit Operation Controller (UOC) supports ControlNET retention with Series A I/Os, Rail A I/O

Retain I/O, Graphics and Control Strategies
TDC/TPS MIGRATION

Unique continuous evolution approach for TDC/TPS systems allows customers to retain and extend their current investment in hardware, intellectual property and operating knowledge while modernizing at best cost and lower risk.

WHY TDC/TPS MIGRATION?

- Lower TCO = 59% Savings
- Protect IP, Tribal Knowledge
- Safe, On-process Migration
- No Downtime
- Infinite System Life

NEW ENHANCEMENTS

- Unified Engineering Tool; One tool, Control Builder, for all Experion controllers: C300, EPHM, AM, ControlEdge UOC
- EHPM HART; direct pass through of HART data through EHPM
- EHPM and ELCN performance enhancements

TDC3000 Seamlessly into Experion on Process – a New System!
THIRD PARTY PLC MIGRATION

Honeywell’s standardized, connected strategy for controls migration is intended for customers with legacy PLCs connected to Honeywell TotalPlant™ Solution (TPS)/TDC3000 systems. Our approach provides an integrated DCS and PLC migration solution that is sustainable and secure.

WHY HONEYWELL PLC MIGRATION?

- Seamless Honeywell DCS integration
- Greater engineering flexibility for reduced project overhead
- Proven cyber-security capabilities
- Built-In connectivity options for easy integration of HON and non-HON assets
- Single contract to manage DCS and PLC
- Unified configuration software (UOC)
- Unified HMI at control room or plant floor
- Unified network infrastructure

Lower TCO by 25%, reduce integration cost by 80% and decrease maintenance effort by 50%
HMI DISPLAYS CONVERSIONS & UPGRADES

Honeywell’s HMI (Human Machine Interface) upgrade solutions enable users to migrate to the latest technology benefits in phases, without having to replace a number of installed equipment at one time. HMI Upgrade solutions are aimed at addressing the operator interface level without requiring the controller infrastructure to be touched.

WHY HMI UPGRADES?

- Superior Operator Effectiveness
- Protect Investment
- No Shutdown during upgrade process

HMI Displays conversion and upgrade services provides:
- Displays Conversion Analysis and design
- US/GUS displays conversion
- HMIWeb displays upgrades

Upto 20% display conversion scope optimization and lifecycle support cost reduction
QCS SOFTWARE MODERNIZATION
READY TO MEET FUTURE DEMANDS

Fast-cycle, cloud-based QCS software migrations. Enables the latest advanced control packages to squeeze more profits, enhances reliability and cybersecurity, and provides a smooth path to comprehensive modernization.

WHY QCS MODERNIZATION?

- Improved Quality
- Greater Usability
- Enhanced Support
- Lower Costs

WHY CHOOSE HONEYWELL?
- Proven QCS migration solutions
- A stepwise path to get and keep current without the cost and disruption of entire system replacement
- The QCS Automation Plan provides a roadmap identifying further obsolescence vulnerabilities, facilitating multi-year CAPEX and OPEX planning to maximize and sustain the production capabilities of critical machine assets

Proven Migration Approach-Reduce Risk, Eliminate Downtime, Increase Yield

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PERFORMANCE OPTIMIZATION
COMPREHENSIVE, PROACTIVE SERVICE PROGRAMS TO IMPROVE SYSTEM PERFORMANCE, RELIABILITY AND COMPLIANCE
ASSURANCE 360 PROGRAM
SERVICE DELIVERY FOR GUARANTEED OUTCOMES

Outcome-based, comprehensive service solution designed to guarantee the performance of the automation system, increase the overall stability, reliability and significantly reduce operating costs.

WHY ASSURANCE 360?

- Premium Support Center care
- Performance Monitoring
- Proactive system management
- System modernization/refresh
- Knowledge retention
- Identification and management to improve key customer business KPIs

Guarantees Results
Predictable OPEX and CAPEX
Increase Overall Equipment Effectiveness
Greater System Stability

Leverage Automation to Improve System and Business Performance
# PREMIUM SUPPORT CENTER (PSC)

## PSC Setup
- Augment local and site engineering for proactive monitoring and support
- Aligned under GTAC organization

## Premium Support
- Secure Remote Access for remote troubleshooting & support
- Lifecycle Planning support
- Site Compliance (audits and validation)
- Condition Based Maintenance
- Predictive & Proactive Performance Monitoring

## Partnership
Partner model collaborating with customer to provide premium support to maximize control system performance and availability

### Premium Support Center
- Provides Performance Optimization, remote monitoring & proactive Analysis technologies to ensure & improve efficiency and reliability of systems.

### Augmented Support with Proactive Engagement for A360 Contracts
“Fresh & Easy” Doc Solution for HON Systems
Automated data collection with patented approach provides daily ‘fresh’ data for full end-end documentation of control logic, hardware, network, spares mgt, change detection, queries, reports and system performance monitoring

**WHY TRACE?**

<table>
<thead>
<tr>
<th>Automated data collection eliminates hours of manual effort</th>
<th>Data collection 20x Faster</th>
<th>Collects from running system no engineering database</th>
</tr>
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<tbody>
<tr>
<td>Best-in-class support for Experion/HON systems</td>
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</table>

**Trace Pillars**

**Productivity**
- Automated data collection
- Control Strategy Documentation
- Tag reference management
- Parameter querying
- Channel spare capacity management

**Transparency**
- Daily snapshots for ‘fresh’ data
- View operational data not just configuration data
- Global search / where-used
- HW/network hierarchy
- Universal notes/attachments

**Reliability**
- Smart change analysis
- Engineering anomaly detection
- System health and performance reporting

**Accurate control system configuration awareness for optimal decision making**
ENABLED SERVICES

A subscription-based solution that enables faster and more comprehensive deployment of services across maintenance, compliance, migration and lifecycle. Continuous data collection of system data, visualized in a dashboard for collaboration across functions.

WHY ENABLED SERVICES?

- No surprises! Visibility of control system health and insight of asset performance and compliance
- Improve Staff Productivity by reducing unplanned incidents
- Analytics identify prescriptive recommendations to improve system health and performance
- Reduce manual labor, by instantly understand what is wrong, why and action to remediate
- System Health and Performance Monitoring
- Best Practice (Compliance) Checks
- FORGE dashboard providing Guided recommendations for continuous improvement and compliance
- Inventory & Lifecycle mgt & planning
- Condition Based Maintenance

Increase Efficiency up to 30% - Optimize TCO up to 15%
QCS 4.0
MAKE EVERY DAY YOUR BEST DAY OF QUALITY PRODUCTION

A purpose-built Cloud solution for sheet manufacturing industries with powerful analytics to improve reliability, sensor accuracy, control performance and product quality. Fully harness information from on-premises QCS system, leveraging the Honeywell Cloud, to deliver fast production optimization with local resources and remote experts.

WHY QCS 4.0?

- Deliver higher quality, yield, efficiency and profits
- Overcome rapid skills departure in Operations, Control Engineering and Maintenance
- Provide 24x7 performance/health analytics, **Call to Action** alerts, predictive maintenance, proactive optimization
- Deliver Performance KPI-driven remote value services

<table>
<thead>
<tr>
<th>Observe/Observed+</th>
<th>Analyze</th>
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<tbody>
<tr>
<td>Define &amp; Measure KPI</td>
<td>Quality &amp; Performance Issues</td>
</tr>
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</table>

Optimize
Close the Loop

Drive High Performance and Customer Profits

Visibility to System and Process **Anytime, Anywhere**
QCS SUPPORT CENTER

• 9 cities across 7 Countries
• Follow the sun-365 coverage
• Support via remote connectivity, phone & IW

Experts at your Service
WORKFORCE EXCELLENCE
SOFTWARE-DRIVEN SERVICES DESIGNED TO IMPROVE INDUSTRIAL WORKFORCE PRODUCTIVITY & COMPETENCY – EMPOWER EACH WORKER WITH INSIGHTS AND ADVISORIES TO MAKE BETTER DECISIONS FASTER – ENHANCE WORKER EFFECTIVENESS.
WORKFORCE EXCELLENCE PROGRAM

A software-driven Service Program designed to improve industrial workforce productivity & competency – empower each worker with insights and advisories to make better decisions faster – enhance worker effectiveness.

WHY TRUST HONEYWELL WITH YOUR WORKFORCE DEVELOPMENT?

- Training Needs Assessment
- Skills Development Plan
- Simulator based hands on learning
- Realtime On-the-Job Assistance
- Result tracking
- Link human performance to plant performance
- End-to-end program management and reporting

Ramp Up Twice As Fast – Improve Individual Productivity By Up To 10%
Honeywell's Immersive Field Simulator is a virtual and mixed-reality-based training tool which provides a virtual replica of the physical plant — creating an opportunity for targeted, on-demand skill-based training. It provides virtual replica of the physical plant integrated with digital twin of the process (Honeywell OTS) to allow field and panel operator to practice different plant operations and safety scenarios in virtual and safe simulated environment.

**WHY IFS?**

- Effective responses to unplanned events
- Customized training modules-based plant needs
- Collaborative learning for effective operations

- Familiarization with layout and location of main pieces of equipment
- Line tracing and location of instrumentation, control and relief valves, etc.
- Start-up, shutdown, malfunctions, and normal operations learning in collaboration between field and panel operators
- Rounds and sampling procedures
- Standard operating procedure (SOP) execution
- Assessment to evaluate competency
- Lesson editor to create new SOPs
- Multi-user sharing for team/group learning
- On-premise/cloud-hosted solution

**4x faster training than in the classroom**
RISK MITIGATION

REDUCE THE RISK OF CYBER-ATTACKS, GET ACCESS TO CYBER EXPERTS, INCREASE CYBERSECURITY RESILIENCE AND IMPROVE THREAT DETECTION & RESPONSE

IMPROVE POLICY COMPLIANCE, PRODUCTIVITY, SECURITY AND SAFETY BY REDUCING THE RISK OF INCIDENTS, QUICKLY AND EFFECTIVELY WITH BETTER INFORMATION.
Better Visibility + Faster Response → Reduced Risk of $$$ Cyber Incidents

**CYBERSECURITY RISK MONITORING**

Honeywell Forge Cybersecurity Site is on-premise software that provides greater visibility to assets that need to be protected and enables faster responses to potential threats and vulnerabilities. Continuously monitor assets for risk with the help of automated active and passive asset discovery.

**WHY FORGE CYBERSECURITY SITE?**

- Automate, non-intrusive asset discovery
- Comprehensive, live asset inventory
- Continuous cyber risk monitoring and prioritization
- Actionable guidance to reduce active cyber risks

Plan better cyber defenses with up-to-date, automatically captured asset inventory. Easily identify newly added assets in the network, even if unauthorized. Always be current on the active cyber risks impacting the site and address them on priority. Make it easier for non-experts to help improve your cybersecurity posture.
ENDPOINT PROTECTION

Honeywell offers unmatched ICS/OT expertise and services to increase the cybersecurity compliance of assets connected to your networks. Various services can help you stay up-to-date, identify & mitigate vulnerabilities, achieve compliance, and increase resilience to cyber attack.

WHY TRUST HONEYWELL TO PROTECT YOUR CYBER ASSETS (ENDPOINTS)?

- Mitigate vulnerabilities and reduce your cyber attack surface before they are exploited
- Protect the ROI of your digital investments and increase resilience to attack
- Manage malicious software better, and uncertainty of the future threat landscape
- Significant productivity savings and compliance with Patch & AV automation

Multiple offerings to choose from:
- **Patch & Antivirus Automation** – Honeywell-qualified updates delivered and ready for on-site installation
- **PCN Hardening** – security hardening of Servers and Networks to industry benchmarks
- **Application Whitelisting** – allow only trusted applications to run and mitigate malicious software
- **Cybersecurity Vulnerability Assessment** – identify and prioritize vulnerabilities across your infrastructure

Reduce Vulnerabilities + Stronger Safeguards → Increase Compliance & Resilience to Attack
SECURE REMOTE ACCESS

Maintain business continuity, enable remote workforce, respond faster and improve incident response with our Industrial Grade Security Remote Access. **Forge Cybersecurity Enterprise Core** enables remote access, and scales into an ICS/OT security management platform when you’re ready!

### WHY HONEYWELL SECURE REMOTE ACCESS?

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Reduce your attack surface</td>
<td>with industrial strength technology &amp; site-controlled authorization</td>
</tr>
<tr>
<td>Built for complex ICS/OT environments</td>
<td>and multi-tier network zones</td>
</tr>
<tr>
<td>Centralize and standardize access</td>
<td>at 100s of sites. Full traceability, recording, auditing</td>
</tr>
<tr>
<td>Enhanced with enterprise threat detection</td>
<td>to block malicious file transfers</td>
</tr>
</tbody>
</table>

- Safer and more secure than corporate VPN and Remote Desktop – fulfills NIST, CISA, NERC, and 62443 remote access requirements
- Allow staff, contractor, and 3rd-party remote access
- Currently used by our Managed Security Services for over 500 HPS customer sites worldwide
- Currently used at 1000’s of OEM customer sites worldwide
Honeywell Forge Managed Security Services with Advanced Monitoring & Incident Response (AMIR) delivers 24/7 cybersecurity event monitoring, threat detection and incident response for today’s demanding ICS and Operational Technology (OT) environment.

**ADVANCED MONITORING & INCIDENT RESPONSE**

**WHY FORGE MANAGED SECURITY SERVICES WITH AMIR?**

**Strengthens your cyber defenses with increased threat visibility and effective threat management**

**Delivers outcome-driven, hybrid security solution with predictable cost model**

**Get access to expert analysis and investigation by certified ICS/OT cyber experts**

**Get an immediate response once a critical incident is identified**

- 24/7 proactive identification, investigation and threat profiling by Honeywell cybersecurity experts
- Helps identify sophisticated attempted attacks and breaches
- Collects, correlates and prioritizes, security event data including from IDS/IPS, PLC’s, SCADA & Firewalls

**Threat Detection & Response at 1/5th the Cost of In-house Equivalent**
USB MANAGEMENT & THREAT PROTECTION

Honeywell Secure Media Exchange (SMX) is a complete system + subscription removable media security solution. SMX provides operators with unprecedented control & visibility into the secure use of USB devices with the latest in advanced threat detection.

WHY SMX?

- No surprises! Enforceable scans and ability to manage USB devices across the company.
- Defend networks from hardware threats (cell phones, keyboard, etc.)
- *59% of threats found on USB in our study have the potential to cause a major disruption to ICS
- *2X increase of threats targeting OT through removable media (28% from 16%)

SMX System – Fully managed rugged scanning station for any environment

- Enterprise Threat Management Portal – Manage removable media, logs and files remotely
- Enforcement Driver – All storage media must be scanned before it can be used
- GARD Threat Engine – Industry leading OT threat detection


Reduce Risk by Enforcing USB & Increase Efficiency with File Policies
DIGITAL VIDEO MANAGER

DVM increases situational awareness and surveillance of Process areas and Process critical alarms. By Integrating EPKS with DVM to a single operator station for alarm monitoring improves response time of Operators and efficiency of operation. DVM also helps Safety & regulatory compliance with Flare monitoring.

WHY DVM?

- Assist compliance with Global & Local regulatory requirements
- Improve Business Continuity by reducing unplanned incidents
- Integration with EPKS allows quicker emergency response
- Risk Mitigation & minimize disruptions
- Digital Video Management software including 4 camera license
- 2 Nos of zone certified cameras & 2Nos of safe area cameras
- Pre-configured server including storage for 7 days for all cameras

Increase Efficiency up to 30%
REBELLION GCI
INTELLIGENT, AUTOMATED VISUAL MONITORING SOLUTION

Rebellion Gas Cloud Imaging system uses proprietary hyperspectral imaging technology coupled with machine learning analytics to pinpoint the gas leak source, determine the shape of the gas plume, and measure the concentration of a leak.

WHY REBELLION?

- Enhanced safety and emissions control
- CAPEX reduction
- Energy efficiency improvement
- Environmental protection
- Scalable solution (100 m to 1700 m) measuring range suitable for harsh temperature environmental conditions (-40°C to +55°C)
- Broad spectrum of detectable gases (50) with the capability to detect up to 7 different gases concurrently with one GCI system
- One system – multiple solutions (under development – single camera for gas and flame)

Maximize safety, operational performance, emissions mitigation and compliance
SMART FLARE MONITORING

Honeywell Experion Flare Watch Suite offers efficient flare monitoring and recording. By offering insights into flaring operations, this solution helps organizations manage flaring more efficiently and in compliance with local and corporate environmental regulations. Smart flare monitoring detects and alerts flare events like black smoke, steam, flame size etc.

WHY RTLS?

- Reduce Risk of Environmental Non-Compliance Incidents & Penalties
- Flaring Operations Improvements with Data Support
- Real Time Collaboration between stakeholders
- Improve Flaring efficiency
- Smart flare monitoring software for single flare
- 1No AI built in hardware to capture the images from flare monitoring CCTV cameras
- Configuration

Improve Operator Efficiency and Site Compliance
REAL TIME LOCATION SOLUTION

Know when, who, where, and what. Honeywell Real-Time Location Solution helps you do more in the safest and most productive way possible. RTLS safeguards your most valuable assets and improves the overall effectiveness of your workforce. RTLS provides social distancing compliance visibility on site.

WHY RTLS?

- Improve safety & reduce risk with real time visibility
- Improve Business Continuity & response
- Automate emergency response & mustering
- Workforce automation capability improves accuracy & efficiency
- Real Time Location Solution software including 10 receiver license
- 4 Nos of location receivers & 10 RFID active tags
- Pre-configured server

Improve Safety & Reduce Risk
CUSTOMER CASE STUDIES
REMOTE MIGRATION SERVICES IN ACTION

- Richter Gedeon Plc., a Hungarian multinational pharmaceutical and biotechnology company updated Experion® PKS R431.5 control system to the latest R511.3 release using Remote Migration.
- Honeywell’s Migration CoE experts perform control and safety system upgrades on a 24/7 schedule.
- This type of migration is performed in-house on Honeywell’s Virtual Data Center, which can be accessed remotely to enable the fastest migration possible.

“As a manufacturer of innovation-driven specialty pharmaceutical products, we believe there are significant benefits… Honeywell’s Remote Migration Services will help us reduce total cost of ownership”

Csaba Ódor – Deputy Head of Investment for Richter Gedeon

60% productivity

Improve execution cycle time by as much as 50% and increase migration productivity by 60%

System modernization performed on the cloud – just like a simple update!
ENABLED SERVICES IN ACTION

• Enabled Services software collected & analyzed control system health, performance and compliance data across 4 British Sugar sites

• Remote Honeywell staff leveraged the software to identify gaps in performance and provide prescriptive recommendations to British Sugar engineers

60% Reduction in Onsite Maintenance Presence

Because the insights for necessary maintenance are assessed for us remotely, our maintenance is completed perfectly and we've maximized system availability.

- Jignesh Chauhan, Sr. Control System Engineer

Improved system health and performance with minimal onsite presence
ASSURANCE 360 IN ACTION

- KIPIC needed to protect, maintain and optimize operations at the Al Zour refinery and liquefied natural gas import (LNGI) terminal in southern Kuwait.

- Honeywell ensured automation assets are kept secure and reliable, while providing KIPIC with predictive maintenance and performance insights designed to help meet and exceed production goals and manage total cost of ownership.

20% Reduction in total cost of ownership

KPI based, Outcome driven Service Program customized for your need!
EXPERT ON CALL IN ACTION

- Braskem field support needed technology support and training
- Their minimal onsite presence is now supported by remote experts using intelligent wearables to complete predictive maintenance
- Lowered incident resolution times and total cost of support

$8M Labor costs saved

Increased speed, safety and reliability of onsite operations
AUGMENTED REMOTE OPERATIONS IN ACTION

• Anglo American needed to ensure continued operations of their Copper Smelting Plant in Chile, located in a high-risk COVID-19 region

• Within a few days, Experion Augmented Remote Operations solutions were set up in 3 remote locations away from the control room

• This enabled engineers to provide essential support without risk, and kept the plant operational throughout the pandemic

4 days To set up 3 remote operations locations

Ensured business continuity while keeping workers safe
Honeywell Managed Security Services (MSS) have helped a major US refiner based in Texas reduce the risk of cybersecurity breaches and better manage the security posture of the process control infrastructure.

- Customer has 24/7 access to cyber expertise and support from Honeywell.
- Honeywell Secure Remote Access allows employees and Honeywell experts to deliver remote support when needed (including all Patch and anti-virus automation updates).

"Enhanced Operating System Security, Stability & Reliability"

"Access to ICS/OT cybersecurity expertise from Honeywell"

"Honeywell provides the cybersecurity knowledge and support required to protect our refinery’s control system. We have 24/7 coverage regardless of what is happening in the plant."

Refinery Process Control Supervisor
THANK YOU