

ENABLED SERVICES

Integrated Program For System Reliability



Honeywell Enabled Services Powered by Forge helps customers optimize control system health and performance and keep critical assets up to date.

THE CHALLENGE

Today, many plant owners/operators are overwhelmed with data and lack the internal resources to identify operating problems and compliance risks and act on optimization opportunities. 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.

THE OPPORTUNITY

For company executives, plant managers and control engineers, an effective preventive maintenance and asset support solution can help them to:

- Understand and improve operational effectiveness and risk profiles
- Leverage operational benefits from systems, applications and people
- Focus efforts on core competencies by deploying suitably skilled resources
- Ensure the health, security and stability of control assets

THE SOLUTION

With Honeywell Enabled Services, industrial organizations have a new way to ensure control system health, performance 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.

The Enabled Services Program was specifically developed to provide Honeywell customers with actionable insights to improve their operational and business performance and make it easy to perform maintenance and maximize system lifetime. These comprehensive services provide greater visibility of control system operation and status and help plant operating companies focus their valuable resources to ensure system health is maintained.

Traditional support services typically center on snapshot maintenance and do not provide advanced analytics and trending of data to identify performance deviations and the potential for equipment failure.

The Enabled Services offering employs continuous data collection and analytics to understand plant automation systems health,

performance and compliance, and provide proactive and corrective actions to optimize system reliability and lifetime. This enables Honeywell's on-site and remote service specialists to devote support activities to what really matter to the customer's business.

The Enabled Services approach minimizes the need for ad-hoc system health checks, which often fail to identify recurring performance issues. It also allows customers to track enhancements in performance as reflected in improved system health scores.

Honeywell's continuous data collection tool gathers health, compliance and performance information from the customer's site and maps it against our own data to determine when assets were manufactured, how long they have been in service and their current state of operation. These findings, along with any product notifications or recall announcements, are presented in a format that makes sense to the customer.

Honeywell subsequently recommends a proactive asset lifecycle management strategy so hardware and software can be replaced at the appropriate time before failures occur. This solution eliminates the

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need for physical system audits at the facility involving on-site support personnel.

HOW IT WORKS

Honeywell offers two levels of Enabled Services to help customers maintain their plant automation system at the highest possible level: Enabled Services Essential and Enabled Services Enhanced.

Both Essential and Enhanced are focused on system health, compliance and performance and includes solutions to keep software up to date, so control remains stable and reliable. Customers also receive Honeywell support to resolve technical issues. The services are used to extract data from plant operations and then apply standards and Honeywell domain knowledge to identify and present recommended corrective actions related to system health, performance, compliance and asset management.

Enabled Services Enhanced provides an enhanced experience in terms of overall support and maintenance services while identifying opportunities for system optimization and increased productivity. The overall health is continuously monitored by Honeywell experts, alerts immediately sent to plant operators to notify them of abnormal situations, and recommendations provided to address current problems.

BENEFITS TO CUSTOMERS

Honeywell's Enabled Services solution assists customers with different and/or unique system support requirements. With this flexible solution, plant owners can optimize spend for correcting operating problems while taking a structured, predictive approach to maintenance expenditures and optimization opportunities to realize a higher value from support services.

- Condition-based Maintenance is utilized for preventive maintenance, system hygiene checks and expert recommendations. It

For more information

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

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employs Honeywell's robust preventive maintenance tool, where data are collected on-site and expert recommendations are delivered as part of a comprehensive report.

- Honeywell's robust system health app is used to gather performance data from the site to show how the overall control system is performing, identify any deviations from key operating parameters, and determine the causes of any deviations from limits.
- System performance reporting provides feedback based on collected parameters and data to indicate overall system health when measured against standard parameter guidelines and displays actionable insights for the customer.
- Training and e-learning available through a video library helps plant personnel gain experience with specific Honeywell automation solutions and enhance their job skills via different training modules.
- System compliance metrics evaluate Human-Machine Interfaces (HMI) graphics, control networks and other systems that weren't originally designed to meet current compliance guidelines—and thus have a higher likelihood of failure—and identify any gaps in compliance with required actions to ensure the system is running with the proper design on site. Customers are able to review a compliance score on their dashboard.

HONEYWELL FORGE

Honeywell is a Fortune 100 software-industrial company that delivers industry specific solutions that include aerospace products and services; control technologies for buildings and industry; and performance materials globally. Honeywell Forge is an Enterprise Performance Management for Operations Technology, that will improve the way a variety of companies collect, analyze and act on data from their operations. The software solution leverages Honeywell's more than 100 years of expertise in asset and process control technology and will transform the way work gets done by owners and operators of buildings, airlines, industrial facilities and other critical assets and infrastructure. Honeywell Forge converts massive quantities of data from equipment, processes and people into intuitive,

SCOPE	ESSENTIAL	ENHANCED
Software Updates and Upgrades	✓	✓
Condition Based Maintenance	✓	✓
FORGE powered Dashboard for Visualization of Health and Recommendations	✓	✓
System Performance Reports	✓	
System Performance Analyzer		✓
Develop skills with E-Learning	✓	✓
Inventory & LifeCycle Management	✓	✓
Compliance Assessment	✓	✓
Managed Services - Connection Required		✓
Telephonic Incident, Problem and Emergency Support- Basic	✓	
Telephonic/Remote Incident, Problem and Emergency Support- Remote		✓

Unique requirements with flexible options

Optional entitlements include:

- Honeywell Trace change management software
- On-site preventive maintenance
- Extended hardware warranty
- Parts management
- Lifecycle Management (i.e., hardware refresh and software upgrades)

actionable insights that enable monitoring of enterprise operations from a single screen. In turn, this helps customers optimize the efficiency, effectiveness and safety of their business. Honeywell Forge is designed to be quick and cost-effective to implement, with a hardware- and software-agnostic approach that allows for use of existing systems. Honeywell Forge leverages predictive analytics to help identify maintenance issues before they happen; enable workers to be more productive, proficient and safe; reduce costs; and increase productivity.

**THE
FUTURE
IS
WHAT
WE
MAKE IT**

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