

# ENABLED SERVICES

Integrated Program For System Reliability

Service Note

Honeywell Enabled Services is an outcome program to 'enable' better health, lifecycle, maintenance, security, performance, and availability results for Experion and TPS automation assets.

## THE CHALLENGE

As the complexity of Industrial Control Systems (ICS) increases, availability of trained and experienced resources decreases and pressures to maintain maximum uptime and availability with minimal risk. Burdened by reactive break fix approaches to control system maintenance and staying current with latest software updates, patches and technology trends; automation leaders are overwhelmed.

## THE SOLUTION

Honeywell's Enabled Services is an outcome based support program that extends and enhances the capability of the traditional SESP contract by delivering ongoing insights and recommendations ongoing insights and recommendations. As the name implies it 'enables' automation leaders to reduce overall lifecycle and administration and maintenance costs while improving overall system health, security, performance, and availability on Experion and TPS automation assets. Enabled Services' actionable insights

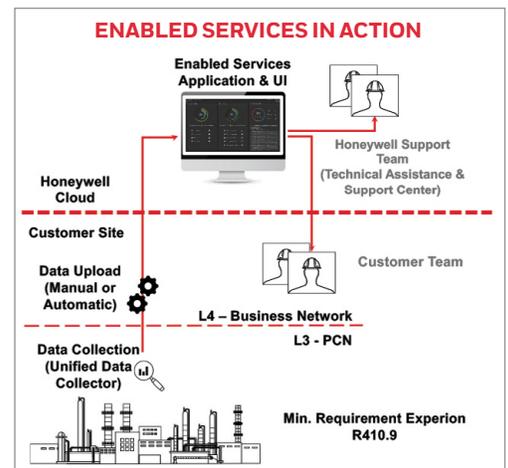
will transform the administration, planning, maintenance and operation of control system assets and help customers focus valuable resources on the right priorities and high value activities vs. spending time looking for or merely waiting for problems to occur. The Enabled Services offering employs an intelligent data collector that runs on site to collect the required control system data. This data is either moved manually or automatically to the Honeywell Enabled Services cloud where advanced analytics are used to evaluate the various aspects of system health, performance, availability, level of support, and adherence to Honeywell's best practice recommendations. These best practice recommendations categories include:

- System Security Configuration
- Controller Configuration
- Graphics
- TPN Configuration
- Network
- Client / Server Configuration

Enabled Services will surface actionable recommendations for any identified

issues. These 'recommendations' provide Honeywell's expert guidance on the significance and recommended action to address the issue.

All this information is presented in a browser based dashboard that is easy to use and navigate. Alerts and recommendations can be assigned to individuals to track to completion and drive improvement. By making problems visible companies can, as mentioned, shift from reactive to proactive work practices to maintain peak system health and performance.



**Honeywell**

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.

Enabled Services additionally makes proactive asset lifecycle management recommendations so hardware and software can be updated and upgraded at the appropriate time to minimize obsolescence and security vulnerabilities plus take advantage of latest capabilities and advancements in the control system technologies.

### KEY CAPABILITIES

- System performance and availability monitoring analyzes key system performance parameters like CPU, disk space, network traffic, controller loading and generates alerts when issues are detected. Availability monitoring detects if nodes become unavailable or go offline. This includes detecting redundancy and backup status. These checks are performed for servers, clients, network devices, controllers (including UCN and LCN devices)
- Inventory and Lifecycle management tracks and reports on the level of support for the various system components: hardware, software, patches, software updates, antivirus updates, and applicable Microsoft patches to support customers to maintain an up to date and secure system.
- System compliance/best practice metrics evaluate Human-Machine Interfaces (HMI) graphics, control networks and other systems - 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.
- Condition-based Maintenance is utilized for preventive maintenance, system hygiene checks and expert recommendations. It employs

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

### 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.

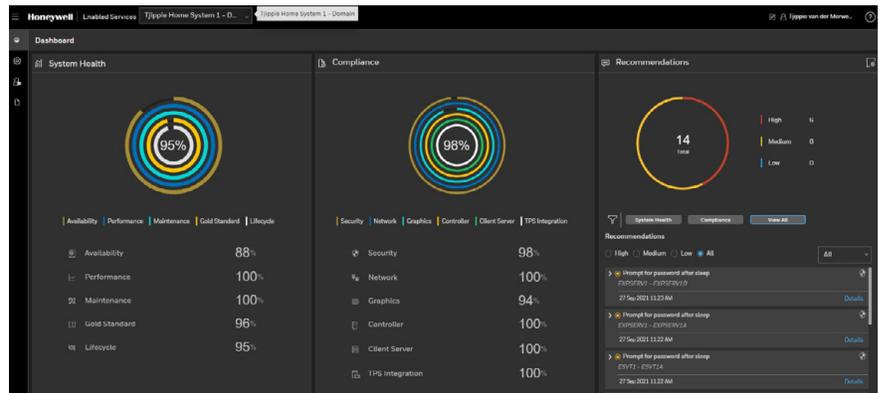
SCOPE	ESSENTIAL	ENHANCED
Enabled Services Dashboard for Visualization of Health and Recommendations	✓	✓
System Performance Monitoring	Processed every 24 hours	Processed every 30 minutes
Availability Monitoring		✓
E-mail notifications		✓
Inventory & LifeCycle Management	✓	✓
Compliance/Best Practice	✓	✓
Monitoring by Enabled Services Support Team		✓

Unique requirements with flexible options

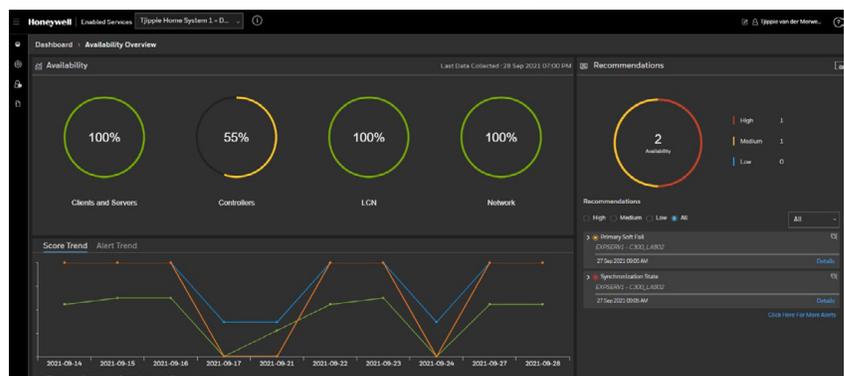
### BENEFITS TO CUSTOMERS

Honeywell's Enabled Services program assists customers to drive improved control system support and maintenance outcomes. With this powerful program, 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.

### Enabled Services Dashboard



### Enabled Services Availability Overview



**For More Information**

Learn more about how Honeywell's Enabled Services Program provides economic benefits and flexibility, visit our website [process.honeywell.com](https://process.honeywell.com) or contact your Honeywell account manager.

**Honeywell Process Solutions**

2101 City West Blvd, Houston, TX 77042

Honeywell House, Skimped Hill Lane  
Bracknell, Berkshire, England RG12 1EB UK

Building #1, 555 Huanke Road,  
Zhangjiang Hi-Tech Industrial Park,  
Pudong New Area, Shanghai 201203

[process.honeywell.com](https://process.honeywell.com)

SV-21-05-ENG | 05/22  
© 2022 Honeywell International Inc.

**THE  
FUTURE  
IS  
WHAT  
WE  
MAKE IT**

---

**Honeywell**