OUTCOME-BASED SERVICES
FOR TERMINAL OPERATIONAL EXCELLENCE

Increase the overall availability, reliability, and accuracy of your control system with Honeywell's Assurance 360

Honeywell

SERVICE DELIVERY FOR GUARANTEED OUTCOMES

Honeywell's comprehensive automation support program minimizes risk, reduces asset ownership costs, and enhances business results.

When it comes to running a terminal, system availability, reliability and accuracy are crucial to keep the operation running and avoid penalties and loss of revenue. The key challenges terminal customers are facing include:

– Maintain high system availability to secure loading and dispatching of products without financial penalties

– Preserve control system instruments accuracy and calibration

– Monitor system health, performance, and compliance

Honeywell has the right solution to help terminal customers ensure optimal and comprehensive lifecycle management of their control system. With Assurance 360 for Terminals, Honeywell provides guaranteed and sustained support based on agreed-upon business-driven metrics (KPIs). This differs from a traditional approach based on prescribed quantities of material and labor. Assurance 360 leverages secure remote connectivity and advance performance monitoring tools to address issues before downtime occurs

The results are predictable operating expenses (OPEX) and capital expenditures (CAPEX); greater system stability, reliability and quality; and optimized total cost of ownership (TCO).

OPTIMIZE YOUR TERMINAL OPERATIONS FOR THE LONG TERM

With its focus on sustaining long-term control performance, Assurance 360 delivers significant economic benefits to terminal customers.

– Outcome-based deliverables ensure continuous improvement aligned with your goals.

– Agreed service levels rather than prescribed quantities of materials and labor ensure guaranteed results.

– Optimizes total cost of ownership (Assurance 360 assessments have identified up to 20% cost savings by extending assets' useful lifetime, reducing the need for third-party services, or minimizing staffing from previous levels.)

– Honeywell takes on the responsibility of maintaining your system (i.e., calibration, documentation, monitoring system for critical issues) and resolving issues faster.

– Reduces overall incidents by as much as 40%, improving system availability and productivity.

– Enables deployment of services faster, more systematic, more comprehensive and with less risk.

– Honeywell's focus on automation performance helps identify problems before they turn into critical incidents and ensures you can focus on operations.

– Enhances operator effectiveness through alarm management and improving terminal performance via loop tuning.

RELY ON HONEYWELL

• Automation and control portfolio backed by more than 100 years of experience

• Global network of programs offering services and projects, backed by centralized and local technical support, development engineering and delivery capabilities

• Complete suite of products, from single instruments to turnkey solutions, providing information useful to the field up to the boardroom

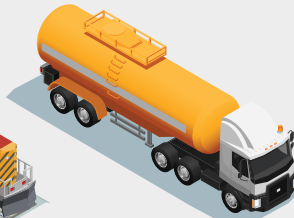• More than 6,000 engineering, maintenance, and software support experts worldwide
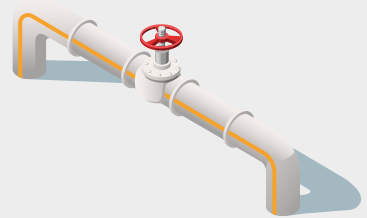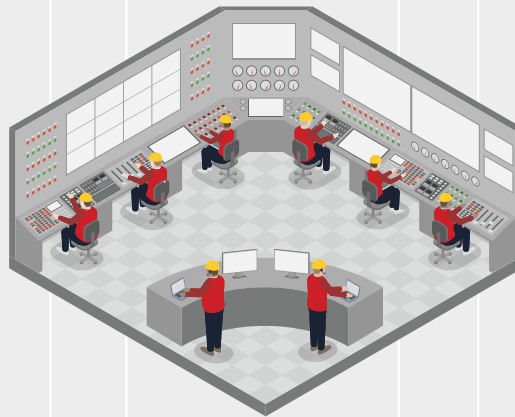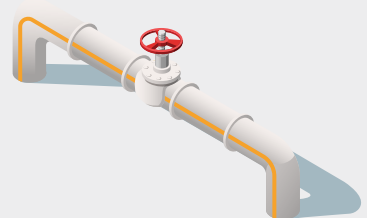
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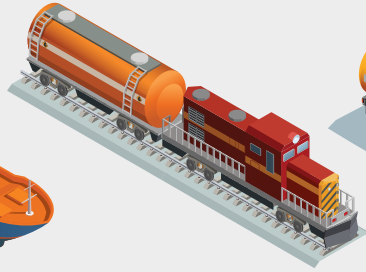
Marine Railcar Truck Pipeline

Marine Railcar Truck Pipeline

Accuracy of measurements when receiving and dispatching products is important to correct billing. Terminal Manager and DCS system availability is essential to maintain continuous operations and avoid delays.

ENHANCED FEATURES FOR IMPROVED RESULTS

Honeywell is committed to adding value to its Assurance 360 service program. Extensive development has gone into solutions enabling enhanced support for integrated control system assets.

Several new Assurance 360 features have been developed to help terminal customers increase the overall availability, reliability, and accuracy of their control system:

Calibration

Maintains tank gauging and loading assets calibration according to local requirements. If instruments are changed, calibration and certification will be provided. When re-calibration is needed, it will be performed, and a new certification will be issued.

Calibration Documentation

Calibration documentation for regulatory compliance and audits is maintained to avoid penalties.

Assets Availability

Assurance 360 helps terminal customers make sure vital assets such as the tank gauging, loading, terminal manager, or control system, are accurate and available.

Alarm Management

Reduces and manages alarms to avoid system failures. Monitors the number of alarms according to EEMUA 191 and secures alarms are managed, reported, and documented according to local requirements.

Additionally, four key features of Assurance 360 include:

Enabled Services

Dashboards that continuously show system health, performance, and compliance. They help terminal customers identify problems before turning into critical incidents and proactively execute recommended actions. Enabled services:

- Generate recommended actions for various problems, sorted by priority
- Provide a summary of security performance (system configuration)
- Produce lifecycle summary on supported hardware and software revisions

System Performance Analyzer (SPA)

SPA is a powerful software tool designed for and included only in premium support programs. It continuously monitors control applications, system performance, and capacity functions in real-time to provide early warnings and notifications of potential issues.

Premium Support Center

Honeywell has established a global support center to deliver comprehensive assistance to customers participating in its premium support program.

Remote Preventive Maintenance

Remote Preventative Maintenance will provide terminal customers with proactive alerting, actionable insights, and consistent quality of delivered services. This allows the onsite field service staff to focus and execute higher-value activities, increase key resource availability and productivity.

"HONEYWELL CAN HELP YOU OPTIMIZE YOUR CONTROL SYSTEM PERFORMANCE, 24/7."

In one Contract
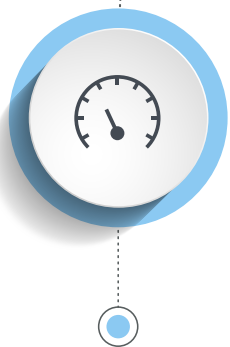
Gauging, loading, and proving system

- Tank gauging
- Additive injection (Fusion 4- controller)- Metering skids
- TT/PT(density, temp/pres transmitters)

Terminal Manager

- Experion SCADA/PKS
- Safety Manager SC
- Terminal Manager with Access Control
- C300

Telecom Security

- Cameras
- DVM
- RFID HON
- XLS 3000/140 (Fire&Gas Detection System/Panels)

3rd Party Equipment:

- NON–HON transmitters:
  - Pressure
  - Temp
  - Flow
  - Density

Assets covered by the Assurance 360 program

BENEFITS AT A GLANCE

- Simplified collaboration with Honeywell with one telephone number to call for support
- Faster response and resolution
- Identify problems before turning into critical incidents and prevent system un–availability

- More remote services for higher productivity and faster delivery
- Make sure vital assets are accurate and available
- Guarantee agreed KPIs to keep your system supported and available and maintain safety

and security compliance
- Delivered as agreed service levels rather than prescribed quantities of materials and labor
- Comprehensive control system lifecycle management

A CHOICE OF SERVICES TO MEET YOUR REQUIREMENTS

Honeywell Assurance 360 is a customer-specific program with a choice of engagement models, depending upon the level and type of support needed.

ASSURANCE 360 PERFORMA – IMPROVED AUTOMATION COMPETENCY AND EXPERTISE

Honeywell Assurance 360 Performa addresses today's skills shortage, helping terminal customers maintain crucial automation assets to meet production goals

With Assurance 360 Performa, Honeywell collaborates with your internal staff to develop valuable know-how and augment your workforce to tackle resource challenges. We help build competencies and sustain expertise within your organization through best practices in automation support, which are tracked by outcome-based metrics. We also deliver tools and insights into system health, performance, and compliance to improve the productivity of your maintenance staff.

ASSURANCE 360 OPTIMA – GUARANTEED PERFORMANCE AND OPERATIONAL BENEFITS

Assurance 360 Optima delivers agreed service levels in system support, maintenance, optimization, and change management with guaranteed results. As your strategic partner, Honeywell is responsible for providing the resources you need to achieve defined outcomes, with payment adjusted to the results attained.

For more information

To learn more about Honeywell's Assurance 360 services, visit process.honeywell.com or contact your Honeywell account manager.

Honeywell Process Solutions

2101 CityWest Blvd.
Houston, TX 77042

Honeywell House, Arlington Business Park
Bracknell, Berkshire, England RG12 1EB UK

Shanghai City Centre, 100 Zunyi Road
Shanghai, China 200051

process.honeywell.com

THE
FUTURE
IS
WHAT
WE
MAKE IT
—

Honeywell