ENABLED SERVICES
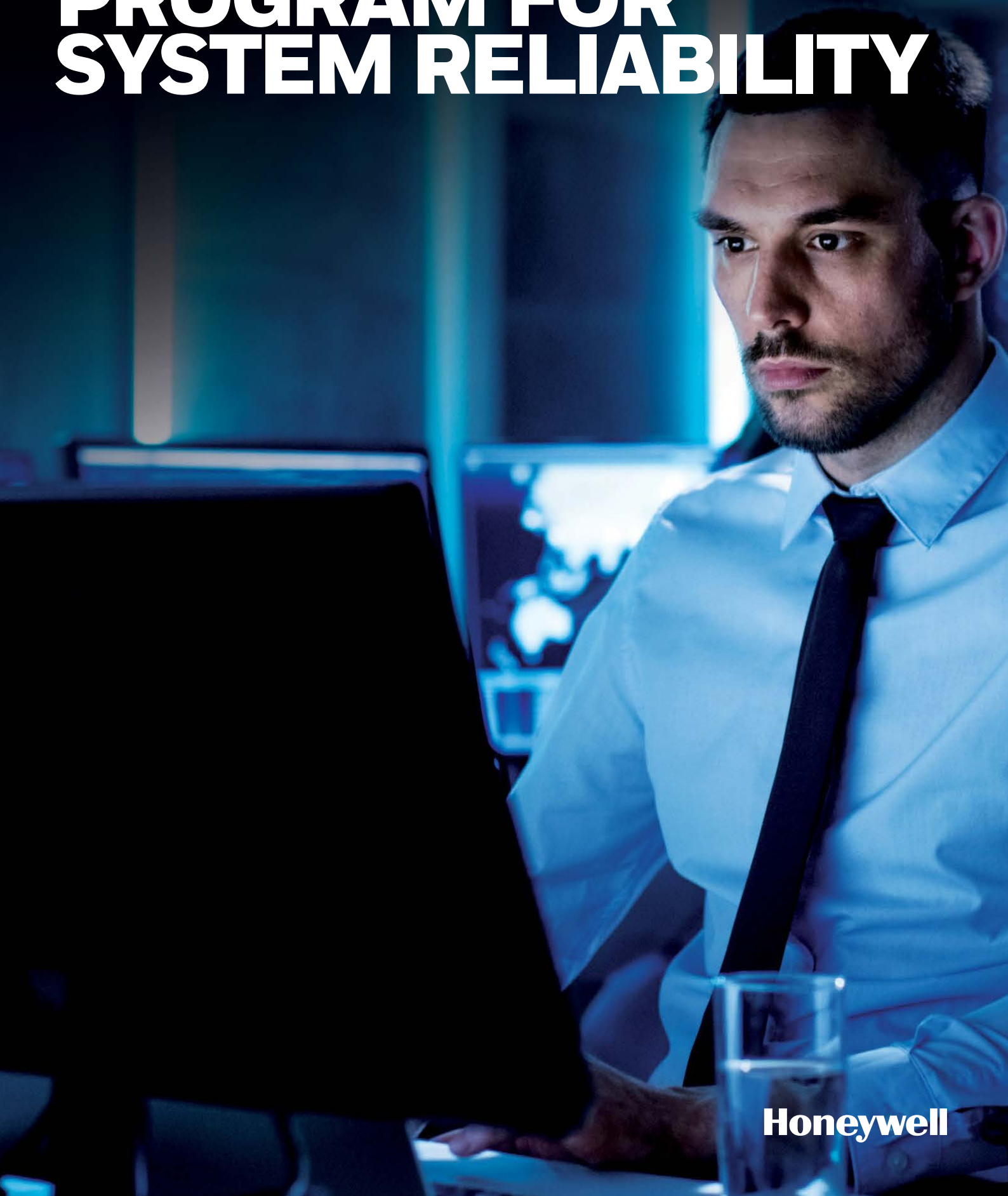# INTEGRATED PROGRAM FOR SYSTEM RELIABILITY

Honeywell Process Solutions knows that production, profit and people are at risk when operational and asset insights are limited. Resource constraints and market-driven cost pressures have an impact on efficiency and productivity. This situation makes it imperative to improve asset reliability, increase operational effectiveness and reduce the total cost of ownership (TCO) of operational technology (OT) systems.

INNOVATIVE & INTEGRATED SERVICES FOR RELIABILITY AND COMPLIANCE

Today, many plant owners/operators are overwhelmed with data and lack the internal resources to identify operating problems and compliance risks. They're also burdened by reactive, labor-intensive maintenance programs.

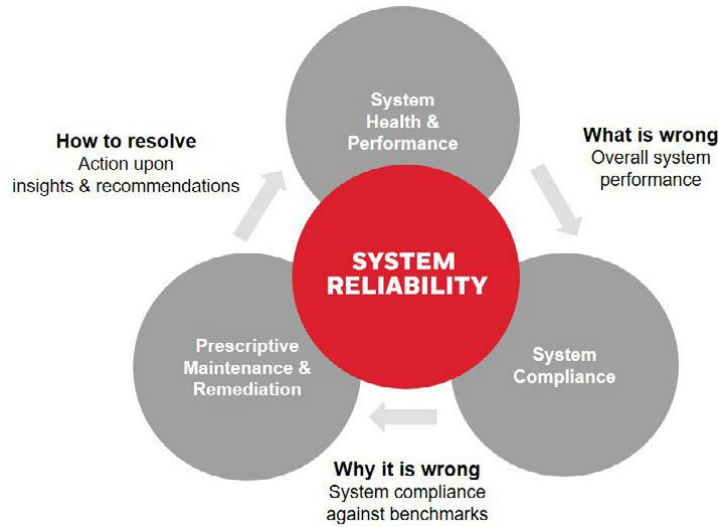The complexity of the modern industrial control system (ICS) places greater demands on service and support capabilities. These systems are subject to technology "churn" and have frequent hardware and software refresh requirements.

Forward-thinking process automation experts are re-evaluating their outdated break-fix approach to system maintenance.

Honeywell Enabled Services transforms this approach with a connected, proactive solution that brings together world-class technology, software tools and automation expertise.

Enabled Service is a subscription-based service for your **Experion / TSP / Safety Manager** system allowing you to assess, manage and optimize systems and operations without having to be physically onsite. In case problems arise, Honeywell's experts can rapidly analyze the situation and make fast recommendations to solve the issues and be onsite if needed.

Enabled Services is designed around three key pillars to support you.

Enabled Services offers a wall-to-wall solution utilizing local data collection, automatic data upload, predictive and diagnostic tools, and global resource centers to provide customers with actionable insights on how to maintain system heath, prioritize resources, amplify performance, availability and make critical decisions faster. This approach is proactive and not like current ad-hoc maintenance solution offerings, home grown solutions that compromise migration readiness, and/or delaying maintenance until break-fix.

System Reliability

Honeywell Enabled Services utilizes intuitive and consistent dashboards providing valuable information regarding system health, performance, availability and compliance, and delivering actionable recommendations, with the ability to drill down to understand root causes.

System Health, Performance and Availability

Enabled Services monitors applications, system performance, availability and capacity functions to provide early warnings and notifications of potential health, availability and performance related issues.

System Compliance

System Compliance is a built upon multiple compliance checks, depending on the selected Enabled Services Program. The services are used to monitor and create actionable recommendations on security, network and human-machine interface (HMI), so that any non-compliance action can be taken to avoid potential downtime, connectivity or security incidents.

These compliance checks are based on Honeywell's best practice recommendations from our Global Technical Assistance Center (GTAC). When systems are configured according to these best practices the frequency of GTAC cases and loss of control or view incidents are reduced.
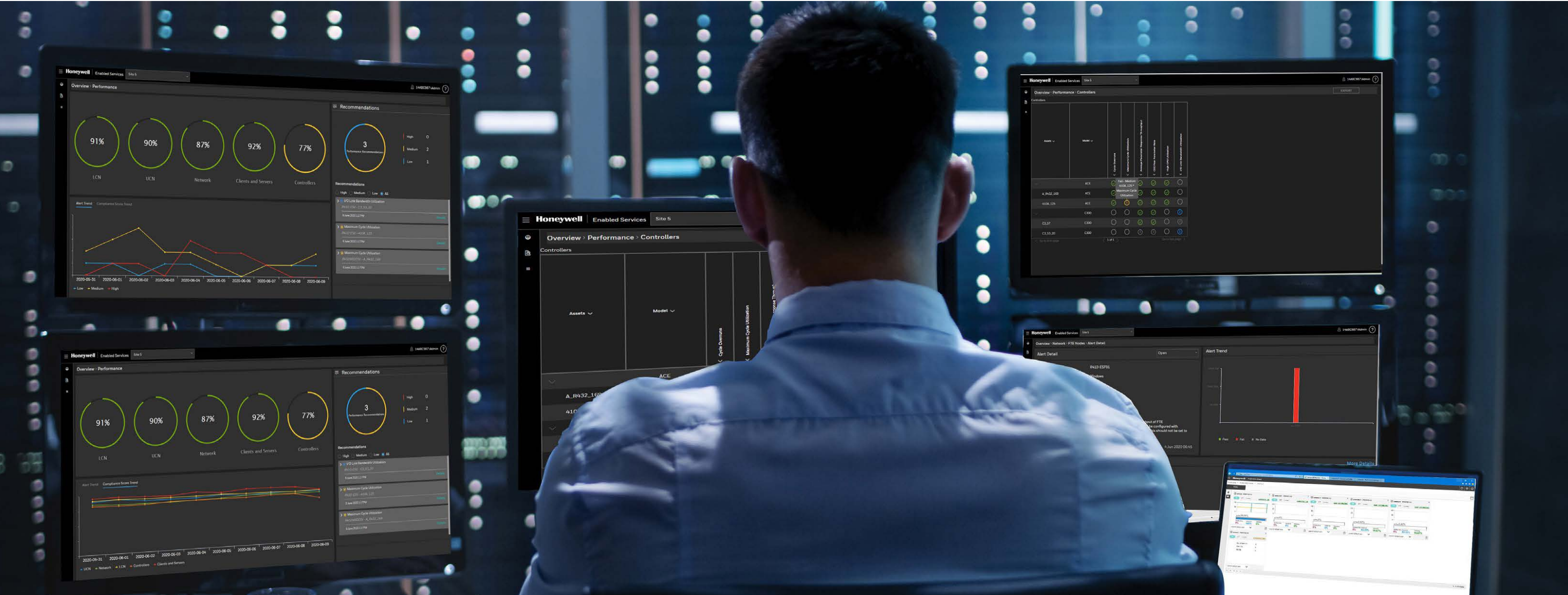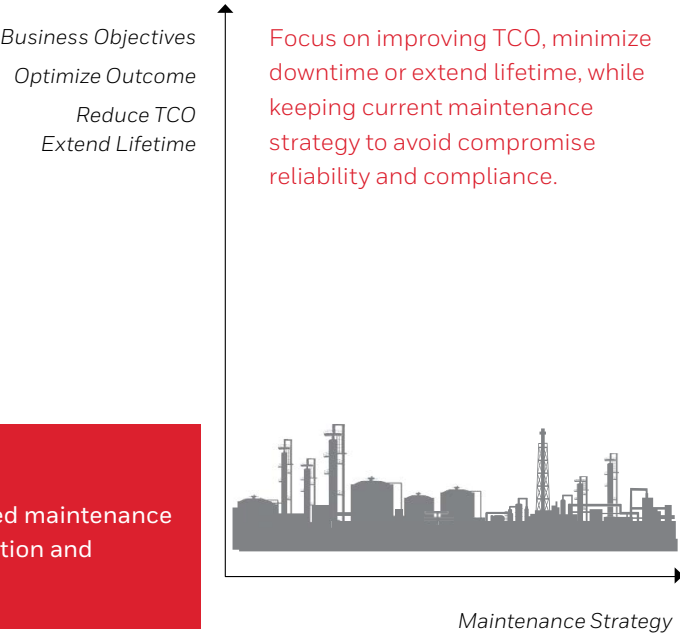
Prescriptive Maintenance & Remediation

Enabled Services programs have the option to include the performance of corrective and preventive maintenance checks on more than 1000 system parameters. Software support covered by the program as well as remote or on-site labor can be offered for quick remediation.

BUILD TO SUPPORT YOUR BUSINESS OBJECTIVES

As a plant owner or operator, your business objectives may include reducing Total Cost of Ownership (TCO), maximizing system lifetime, or optimizing production outcomes. The Enabled Service Program is designed to meet these goals by helping you execute your maintenance strategy in a consistent and efficient manner. This, in turn, maximizes your system reliability and helps you achieve your desired results.

OPPORTUNITY

Up to 50% of Plants operate with limited insight and integrated maintenance programs therefore reducing efficiency of maintenance execution and sub-optimize the impact on the business objectives.

Business Objectives
Optimize Outcome
Reduce TCO
Extend Lifetime

Focus on improving TCO, minimize downtime or extend lifetime, while keeping current maintenance strategy to avoid compromise reliability and compliance.

Maintenance Strategy

TAKE A PROACTIVE APPROACH BY MAKING DAY-TO-DAY DECISIONS AND SYSTEM MAINTENANCE FASTER

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

Honeywell Enabled Services employs a unique approach to help customers assess, manage and optimize their automation system.

Enabled Services software assesses assets across the enterprise, collecting real-time performance data, managing and prioritizing maintenance with expert insights and best practices to enable smarter decision-making and increasing the realibility of critical plant operations.

Expanded Service Resources
- Automate appropriate support functions
- Employ proactive monitoring and diagnostic technologies
- Utilize advanced analytics to uncover key maintenance requirements and areas of improvement
- Provide relevant and actionable information to local service specialists

Enhanced In-house Capabilities
- Supplement your organic support capability
- Deliver valuable recommendations to be executed by in-house personnel
- Use actionable intelligence to solve difficult operational problems
- Focus on areas where support efforts are most needed

Improved Decision Making
- Gain greater control of system reliability through data driven decision-making
- Arrive at faster, more informed maintenance decisions
- Take the guesswork out of operational expense (OPEX) strategies
- Prioritize maintenance and support activities based most important tasks
- Increase your understanding of risk management performance and system security preparedness
- Use robust dashboards with a user-friendly interface to display insights and recommendations in the areas

Greater Domain Expertise
- Address concerns related to system health and asset management
- Leverage the collective knowledge and domain expertise of Honeywell support specialists around the world
- Attack common system performance, availability, health and reliability issues

MEET YOUR UNIQUE REQUIREMENTS WITH FLEXIBLE OPTIONS AND ENTITLEMENTS

Honeywell Enabled Services provides two levels of service to assist customers with different and/or unique system support requirements. With this flexible solution, plant owners can reduce costs for correcting operating problems while taking a structured, predictive approach to maintenance expenditures realize a higher value from support services.

Enabled Services Essential

Enabled Services Essential is focused on extracting data from customer operations and then applying standards and Honeywell domain knowledge to identify and present recommended corrective actions related to system health, asset management and standards compliance. The Essential level is recommended for Customers who want to benefit from Enabled Services, but only want intermittent checks and do not require continuous monitoring.

Enabled Services Enhanced

Enabled Services Enhanced provides an elevated experience in terms of overall support and maintenance services, improved efficiencies and increased productivity. The Enhanced Level is recommended for Customers who value continuous, near real-time monitoring to track the availability, health, and performance of their assets.

PROGRAM TYPE	ENABLED SERVICES – ESSENTIAL	ENABLED SERVICES – ENHANCED
Enabled Services Core (Lifecycle, Performance, Availability, Compliances)	•	•
Enabled Services Continuous Monitoring / Availability Alerts / Performance & System Alarms (every 30 minutes)	N/A	•
E-mail Notifications (Performance and Availability Alerts)	N/A	•
Enabled Services Auto Upload (L3-L4 File Mover)	Optional	•
Enabled Services Remote Support - Passive Monitoring	•	•
Enabled Services Remote Support - Active Monitoring	N/A	•

For more information

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

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Approximately three lines of text should fit in this space.

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