

# LEVERAGE AUTOMATION TO IMPROVE YOUR SYSTEM AND BUSINESS PERFORMANCE

Increase the overall stability, reliability, and effectiveness of your control system with Assurance 360



**Honeywell**

# SERVICE DELIVERY FOR GUARANTEED OUTCOMES

Today, industrial organizations are facing a host of business and market challenges, ranging from the need to reduce costs and improve the competitiveness of manufacturing facilities, to dealing with a loss of competency due to the retirement of experienced plant workers. Operating companies must also find ways to optimize asset performance and increase overall equipment effectiveness (OEE).

These challenges are prompting a re-think of how traditional value-added automation support services are delivered. Longstanding models that are transactional in approach are being replaced by partnerships where service providers take ownership of customers' expected outcomes, and thus have "skin in the game." This frees the customer to channel limited resources and expertise into areas of the business that utilize their skills to enable improved outcomes.

With Assurance 360, Honeywell provides agreed service levels rather than prescribed quantities of materials and labor, takes a strategic view to minimize asset ownership costs, guarantees performance, and uses automation to improve business outcomes. 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 BUSINESS FOR THE LONG TERM

- With its focus on sustaining long-term control performance, Assurance 360 delivers significant economic benefits throughout industrial operations.
- Outcome-based deliverables ensure continuous improvement aligned with your goals
- Enhances operator effectiveness through alarm management and improving plant performance via loop tuning
- 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)
- Flexible service levels: Honeywell can carry out complete delivery, augment your workforce and competencies, or provide remote surveillance and support
- Honeywell's focus on automation performance ensures customers can focus on operations
- Technology Road Mapping optimizes refresh schedules to decrease cost, accommodate operational constraints and ensure supportability

## 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



# 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.

## New features included in Assurance 360 contracts include:



### Integrated Automation Assessments

Industrial organizations can identify their specific migration needs and opportunities with a Honeywell-supplied Integrated Automation Assessment. The assessment provides a report on the system configuration based on Honeywell best practices, a security summary on security performance, a lifecycle summary on supported hardware and software revisions, and, finally, a synopsis on overall asset performance.



### 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.

The tool addresses factors such as central processing unit (CPU) health, controller loading, memory, and network traffic on a 24/7 basis. With this solution, users gain insights to help minimize the frequency and impact of any degraded control system performance.



### Remote Preventive Maintenance

Remote Preventive Maintenance will provide 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. It also enables Honeywell to bring the best qualified Subject Matter Experts (SMEs) to bear on a task, irrespective of where they are physically located.



### Premium Support Center

Honeywell has established a global support center to deliver comprehensive assistance to customers participating in its premium support program. Honeywell subject matter experts (SMEs) are tasked with monitoring control system health and making performance improvement recommendations utilizing the advanced, cloud-based predictive analytics with the SPA solution.



### Cyber Security Managed Services

With Assurance 360 services, a remote managed security services team is available to perform control system audits to identify a wide range of cyber security vulnerabilities. This includes penetration testing and other services to help customers detect and mitigate ever-evolving cyber threats to their automation assets.



**“Honeywell can help you optimize your control system performance, 24/7”**

# 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 industrial firms maintain automation assets that are crucial to meeting 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.

- Cultivates knowledge and skills within your organization via 24x7 access to Honeywell specialists
- Manages the complete asset lifecycle by keeping control hardware and software up to date
- Delivers competent resources to complement your workforce

### For more information

To learn more about Honeywell's Assurance 360 services, visit [www.honeywellprocess.com](http://www.honeywellprocess.com) or contact your Honeywell account manager

### Honeywell Process Solutions

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Houston, TX 77042

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Bracknell, Berkshire, England RG12 1EB UK

Shanghai City Centre, 100 Zunyi Road  
Shanghai, China 200051

[www.honeywell.com](http://www.honeywell.com)

- Implements Performance Management to provide a Honeywell focal point, report on system performance, recommend maintenance improvements, coordinate Honeywell activities, and act as a customer advocate within Honeywell
- Provides continuous system monitoring with alerts to incidents and data diagnosis for reporting, availability, capacity and problem management
- Performs system audits to identify automation and cyber vulnerabilities and "Stable Platform" remediation requirements
- Delivers cost certainty through an outcome-based model

## 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.

- Ensures support accountability through continuous scoring of service level attainment and a fee-adjusted schedule
- Guarantees against loss of view or control events through payment penalties, and over-and-above fee adjustments from other service level measurements
- Delivers cost certainty through an outcome-based model
- Offers preventative maintenance based on best practices
- Provides continuous system monitoring with alerts to incidents and data diagnosis for reporting, availability, capacity and problem management
- Performs system audits to identify automation and cyber vulnerabilities and "Stable Platform" remediation requirements
- Implements Performance Management to provide a Honeywell focal point, report on system performance, recommend maintenance improvements, coordinate Honeywell activities, and act as a customer advocate within Honeywell

THE  
FUTURE  
IS  
WHAT  
WE  
MAKE IT

**Honeywell**