Assurance 360 Performa

Ensuring a Secure, Reliable and High-Performing Control System
A Proven Approach – Service that Improves Performance

Honeywell’s Assurance 360 Performa is a multi-year, flexible service program that offers a proven approach to service designed to maximize automation system performance and increase profitability. We do that by collaborating with you to offer outcome-based services that align with your goals, ensuring best practices are in place across the entire spectrum of your process control system. With Assurance 360 Performa, Honeywell will help maintain, support and optimize the performance of your control system and advanced software every step of the way. The result is better performance and reduced risk while maximizing the return on your automation investment.
We’re On Your Team

With Assurance 360 Performa, a Honeywell Performance Specialist becomes an integral part of your team, working closely with your plant managers to help ensure uninterrupted production, identify and resolve potential vulnerabilities, and ensure your team maintains optimal knowledge and skills. Performance Specialists are highly experienced process control professionals that can draw on all of Honeywell’s expertise and global resources to help maintain your system. The result – better performance, reduced risks and more predictable costs, freeing you up to focus more time on the rest of your operation.

What We Deliver

Honeywell’s Assurance 360 Performa assures you maintain the latest technology while your Honeywell Performance Specialist guides you through every step necessary to achieve the performance goals you identify. We monitor performance and provide proactive service management, and for lifecycle projects, we reduce risks for on-time, on-budget execution. For reporting, we provide regular status updates and evaluations. In the end, what we really deliver is confidence that your system is performing better, safer and more effectively than ever before.
Expert Guidance and Skill Support

Honeywell provides access to the services of a qualified Performance Specialist. The Specialists help develop and guide site staff to administer an effective Lifecycle Management program suited to the customer.

The Performance Specialists serve as customer advocates, understanding the customer’s needs, concerns, and issues. They help conduct skill gap assessments and develop a training plan for plant personnel that can address needs to support installed assets today and keep them current as attrition and system upgrades occur.

Other tasks managed by the Specialists include:

- Documenting and monitoring current performance issues and offering innovative ways to resolve those issues
- Facilitating fast and reliable issue resolution with the appropriate Honeywell department(s)
- Using a holistic view of the plant system to determine any common cause problems across the site
- Archiving case history for future reference
- Reviewing performance metrics and advising on findings
Performance Monitoring and Remote Connectivity

Through secure remote connectivity, Honeywell personnel monitor node and network performance and overall network health, analyze the data to identify potential performance issues and trends, and assist in capacity planning.

Benefits of remote connectivity include:

- Fast reaction to unforeseen issues, such as alarming on trended metrics and verification of critical processes
- Reduced issue identification and troubleshooting (resolution) time
Effective Change Management
Standard change management prevents change-related unplanned events and allows for faster problem resolution if an issue arises. To minimize the impact of change-related incidents, Honeywell ensures standard methods and procedures are used for all handling of changes by:

- Reviewing all requests impacting Honeywell control, safety and interrelated support systems
- Tracking and archiving changes that occur throughout the lifetime of the system

Upgrade and New Installation Project Management
Assurance 360 Performa provides on-time, on-budget project execution. The Honeywell Performance Specialist recommends time-appropriate upgrades or new technology, along with operational risk/benefit assessments for each recommendation. The Specialist:

- Participates in planning meetings
- Works with plant personnel to manage the implementation to ensure upgrades are performed in the most efficient and effective manner
- Utilizes Honeywell’s off-site “test bed” to simulate project implementation and reveal any complications that may occur during implementation
Assurance 360 Performa Ensures Optimal Results by Delivering:

- Honeywell ownership of outcome
- Best practices in support
- Comprehensive lifecycle coverage
- Risk and change management
- Increased plant uptime & performance
- Active program management
- Clear contract with defined metrics
- Stabilized cost structure

How Does it Work?

**Step 1: Assess Plant Performance**
Honeywell personnel conduct system audits and use performance benchmarking tools to document plant assets and assess system performance.

**Step 2: Define Maintenance and Remediation Plan**
We use data from the assessment to determine a sustainable task list and schedule to address any vulnerabilities or performance opportunities discovered during assessment.

**Step 3: Expert Implementation**
A Honeywell Performance Specialist with access to Honeywell’s global expert resources ensures ongoing lifecycle management, support, problem resolution and sustained benefits.