Honeywell

Offering Extended
Value and Flexibility

Honeywell Process Solutions understands the demands of today's marketplace. For more than 35 years, we've contributed to our customers' success by delivering expert automation lifecycle management services—backed by our proven approach to continuous technology evolution.

With a dedicated global workforce and cutting edge skills, Honeywell empowers businesses to realize their true potential through process reliability, optimization and lifecycle planning.

Solution Enhancement Support Program Benefits Industrial Operations

Regardless of size, or where they are located around the world and across different industries.

Plant assets, if properly managed and maintained, have an enormous impact on productivity and profits, contributing to:
- Higher quality products
- Greater yield
- Lower operating costs
- Increased manufacturing flexibility
- Improved regulatory compliance
- Reduced energy consumption

Business and competitive pressures demand improved operational performance from process manufacturers.

According to the ARC Advisory Group, increasing system complexity, a constant stream of updates, and growing compliance requirements are forcing changes in the way process plants keep their information and control systems up-to-date.

There are many operating challenges facing organizations like yours today. Many operations lack the resources necessary to upgrade and maintain process automation systems on their own.

Costs for ongoing maintenance and support can become unmanageable when support policy changes or when parts availability and technology obsolescence dictate that plants must modernize or replace assets.

Increasingly, production facilities are seeking single-source accountability for control system migration and support.

Many organizations ne ed a defined plan to extend the life of assets and a strategy for deploying the latest technologies to reduce support costs and improve sustained performance.

It's About Reducing Cost and Increasing Revenue.

In control systems, the ability to exploit advantages can result in financial improvements.

Uninterrupted Production
- Avoid or reduce loss of view or control incidents
- Immediate restoration, if an incident occurs
- Cost of poor quality kept under control

Leveraging Technology Advantages
- Enhance system capabilities on an on-going basis
- Avoid rip & replace situation (preserve Assets and Intellectual Property)
- Vendor partnership for new solutions

Adhere to Overall Automation Plan
- Take advantage of latest release benefits, at your own pace and convenience
- On-going support when you need it
- Flexibility to pay for upgrades either as project or under support contract

Cost Effectiveness
- Preferred pricing and flexible funding
- Predictable support budget
- Reduced administrative costs
- Affordable on-going training

Assured Priority Support
- Formal contract for support
- Eliminate repetitive approvals
- Highest priority support
- Peace of mind on support needs

Technical Assistance
- Unlimited assistance for customer's engineering staff
- Priority access to technical expertise
- Speedy problem resolution
- Knowledge sharing

Advantages of Honeywell's Solution Enhancement Support Program (SESP)

Many organizations need a defined plan to extend the life of assets and a strategy for deploying the latest technologies to reduce support costs and improve sustained performance.

Solution Enhancement Support Program

Designed to Fit Your Unique Site Needs

Solution Enhancement Support Program (SESP) is specifically designed to ensure plant automation equipment does not become obsolete over time. The solution provides customers with full support for Honeywell-installed assets and access to the latest software releases, and makes software updates available based on current product releases.

Value Remote Plus	Value Plus	Software Flex	Support Flex

Provides proactive, reliable and fastest ways to identify, diagnose and resolve system problems, resulting in decreased revenue loss from unplanned shutdown and production slowdowns by 25%

Provides immediate access to experts resulting in decreased cost to resolve performance problems by 50%, decreased cost of software updates, upgrades and new functionality additions by 80%

Provides unlimited access to latest software releases, resulting in decreased cost of software updates, upgrades and new functionality additions by 80%

Provides immediate assured access to experts enabling problem identification, diagnosis and resolution, resulting in decreased cost to resolve system problems up to 50%

Each bundle in the SESP portfolio offers a specific set of services designed to address the varied requirements of your operations.

SESP B Offerings	Value Remote Plus	Value Plus	Software Flex	Support Flex
Core Services—Included in Contract as Noted				
Global Technical Assistance (GTAC) & Remote Services Support				
Telephone Support—Normal Business Hours 5x8	•	•	Optional	•
Remote Connectivity (Service Node)	•	Optional	Optional	Optional
Remote Troubleshooting	•	Optional	Optional	Optional
Remote Patch Delivery	•	Optional	Optional	Optional
Remote Virus Protection	•	Optional	Optional	Optional
Software Support & Enhancements				
Software Updates (Patches)	•	•	•	•
Software Upgrades (Enhancements)	•	•	•	Optional
Migration Help Desk Support	•	•	•	Optional
Honeywell Online Support - Web Access	•	•	•	•
Kits & Enhancement Preferred Pricing	•	•	•	•
System Audit Services				
System Audit Report (Annual)	•	•	•	•

SESP Bundles enable you to select the services that you value for your operations and allow you to add optional services as required.

One Time Upgrade

Bring your system to the current software release—
SESP helps you optimize and maintain it.

Getting Current

One Time Upgrade (OTU) program allows customers who have control systems
with software that is out of date to take advantage of preferred pricing to get to a
more current software level. OTU program is available when a customer chooses
a SESP site contract to help keep the system current and optimized.

The OTU program is applicable to TotalPlant® Solution (TPS) system and to
Experion® Process Knowledge System, addressing the software needed to
accomplish an upgrade, plus the latest system release version.

Honeywell

For More Information
To learn how Honeywell's Solution Enhancement
Support Program provides economic benefits
and flexibility, visit www.honeywellprocess.com
or contact your Honeywell account manager.

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