

Sasol Chooses Honeywell Assurance 360 for Outcome Based Services

Case Study

“People considering Assurance 360 need to determine what the business needs. Every business is different. If you go into this partnership with a commitment to get to a successful outcome, you can attain it with the right partner.”

**Cobus van Dyk, Senior Engineer, Critical Control Information Infrastructure Lead,
Sasol, Secunda, South Africa-**

Benefits

Reduced the number of incidents by half. “That was the most obvious difference. Before Assurance 360, we averaged 3.5 full-time resources to deal with incidents. Since Assurance 360, we need 1 resource for 1.5 hours per day to deal with incidents, making resources available to focus on maintenance, patching, etc. Incident reduction relates to uptime. Downtime decreased and trust in the system increased.”

Gained acceptance by engineering management. “Prior to Assurance 360, plant and plant maintenance departments were reluctant to get support from Instrument and Control Engineering (of which Assurance 360 now forms part). Now they all want us.”

Expanded Assurance 360 to focus on innovation. “We allocated funding to drive innovation and we’re tracking the financial benefits received by the innovation initiatives.”

Assurance 360 has become part of the culture at Sasol. “Assurance 360 changed the organization for the better. Some of the improvements are difficult to quantify monetarily, but we made the organization better. We made the organization more collaborative. We are satisfied with the ROI. Achieving the KPIs for the investment we are making is good.”



Sasol's chemical operations at Secunda, South Africa

“I have the following advice for someone starting this journey: Get support, alignment and buy-in as early and as widely as possible. Be inclusive. It is easier to build support from the start than try to fix it later.”

Communication was key to gaining employee acceptance. We are continually working to improve collaboration. To be successful, one needs to include employees from day one.”

Cobus van Dyk

Challenges

“We usually had projects targeted on a specific upgrade. We wanted to move into a service environment. Accounting rules required CAPEX separated and support doesn't fit into a traditional project. Assurance 360 allowed us to come away with an OPEX and CAPEX program.

“The way we were working was not sustainable. We had to request large sums of money to fix things. No off the shelf package was available to do what we wanted to accomplish.

Our support in the past was projects based. We were reactive in solving problems. We realized that we needed a different approach. We required a solution that would enable a more proactive approach.”

-Cobus van Dyk.

Prior to Assurance 360, maintenance was micromanaged. Every task was time based, meaning that specific times were allocated to the completion of tasks. We realized that we needed to shift to outcome based, creating the foundation for a different approach, which allowed Assurance 360 to fit well.

In the old approach, we were reactive when it came to dealing with incidents. We wanted fewer incidents and lower costs. With Assurance 360, we now have a partner with the same motivations and goals.

Prior to Assurance 360, there was a suboptimal relationship between maintenance and the plant. With Assurance 360, we have become more collaborative. The plant has gained trust in us by the results we have achieved.”

Solution

Assurance 360 provides agreed service levels rather than prescribed quantities of materials and labor. It helps companies like Sasol take a strategic view to minimize the total cost of ownership, guarantee performance, and utilize the automation system to improve business performance.

The Assurance 360 service program for Sasol provides:

- Performance focused outcome-based deliverable commitments to ensure continuous improvements that are aligned with Sasol's goals.
- Minimized total cost of ownership.
- Expert services that augment Sasol's maintenance teams.

Background

Sasol is an international integrated chemicals and energy company that leverages technologies and the expertise of our 30,400 people working in 36 countries. The company builds and operates world-scale facilities to produce a range of high-value product stream, including liquid fuels, chemicals and low-carbon electricity.

By combining the talent of its people and its technological advantage, Sasol has been a pioneer in innovation for over six decades.

For More Information

Learn more about the Honeywell Assurance 360 program visit www.honeywellprocess.com or contact your Honeywell Account Manager.

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