

## Case Study

### HollyFrontier Improves Sustainability with SESP Multi-year Contract



“With HollyFrontier’s commitment to a multi-year SESP contract, the Woods Cross Refinery has improved the sustainability of its automation platform. This has been key to improved control system reliability, reduced downtime, increased plant availability, and lower operating costs.”

- Brent Hood, Project Manager Advanced Control Systems, HollyFrontier Woods Cross Refinery

#### Background

HollyFrontier’s Woods Cross Refinery, located north of Salt Lake City, Utah, employs a variety of new and legacy Honeywell control solutions. It originally entered into one-year Solution Enhancement Support Program (SESP) agreements for the site. The refinery was seeking to ensure its Honeywell process automation systems did not become obsolete over time. It also required support for installed control system assets, access to new software releases, migration from outdated Data Hiway, and ongoing support for new Honeywell products and solutions.



HollyFrontier’s Refinery expands SESP agreement for more benefits

#### Benefits

HollyFrontier has employed SESP to improve its overall operational and business performance. Benefits include:

- Lower hardware and software costs
- Reduced maintenance and engineering costs
- Enhanced sustainability of installed assets
- Predictable resource scheduling throughout the year
- Easier migration to latest platform and software versions
- Increased availability with quick access to tech support
- Less downtime from process upsets or loss of view

The Wood Cross Refinery enjoys the same benefits offered by its original one-year SESP contract, and with multi-year agreements, now has the flexibility to increase or decrease site support hours and Training Match contributions based on changing operational requirements.

#### Challenge

HollyFrontier decided to expand its SESP agreement to a multi-year contract in order to realize additional bottom-line benefits. This approach was needed to reduce the cost of hardware and software purchases, and eliminate annual analysis and justification of cost savings prior to contract renewal.

HollyFrontier required greater predictability in capital expenses and engineering/maintenance budgeting. In addition, it wanted increased discounts vs. a shorter-term agreement, additional value from on-site and remote Honeywell technical services, and fixed costs with the flexibility to increase or decrease site support hours and other aspects of the program.

## Solution

In 2009, HollyFrontier extended the SESP to a five-year contract focused on achieving specific operational and business objectives. The expanded SESP agreement includes a number of key Honeywell aftermarket services, which allow the Wood Cross site to realize greater value from SESP support solutions while also driving larger discounts on overall contract expenditures.

### Hardware Refresh

Honeywell's Hardware Refresh solution allows Woods Cross to upgrade its computer platforms and stay on current hardware with predictable costs. The Honeywell server warranty was extended from 3 to 5 years, and upgrades can be defined and scheduled anytime in the contract period.

### Training Match Fund

Honeywell's Training Match Fund effectively provides a 50% discount on training for plant engineers, operators and technicians. Honeywell will match HollyFrontier's contribution (an amount set at contract initiation).

### Dell PC Technical Support & Extended Warranty

The Dell PC Technical Support & Extended Warranty is an entitlement negotiated by the Woods Cross refinery to improve the availability of critical control system assets by providing Honeywell expert technical assistance and 24-hour delivery on warranty parts.

### Site Support Specialist

The Site Support Specialist solution provides greater speed in addressing issues (ahead of customers with only SESP) at a comparable cost to a direct-hire, but without dedicated support structure.

### For More Information

Learn more about how Honeywell's Solution Enhancement Support Program can extend the life of your automation investments, visit our website [www.honeywellprocess.com](http://www.honeywellprocess.com) or contact your Honeywell account manager.

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## Results

With the SESP agreements in place, HollyFrontier was able to:

- Upgrade the Experion operating system from 310.2 to 310.3 in preparation for migration to R400 and Server 2008
- Upgrade the TPN from R680 to R680.3 to add a significant troubleshooting tool for the maintenance department
- Upgrade Uniformance PHD and LIMS systems
- Upgrade Application Node and FDM software
- Refresh DOC4000 and PSS hardware
- Address staff turnover and bring maintenance personnel up to date on changing control systems and software with Training Match Fund
- Troubleshoot and replace power supplies and hard drives on servers with the Dell Extended Warranty
- Resolve issues, keep control systems operating, and maintain plant processes at maximum efficiency with TAC Contract Support

### About SESP

SESP is designed to ensure plant automation equipment does not become obsolete over time by providing 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. The site-specific lifecycle services program also helps leverage existing automation investments. Program alternatives and value-added options make it easier to manage, support and fund control system needs.

In addition, Honeywell's Kits & Enhancements (K&E) solution offers clearly defined control system migration and upgrade paths to minimize incremental infrastructure investments.

An annual SESP service contract significantly reduces the cost of critical technical support.

