

Case Study

Specialty Chemicals Producer Replaces Universal Stations with PCUS to Protect Investments and Move to Better Technology



With Honeywell's HMI upgrade solution and lifecycle service programs, our customers can migrate to the latest automation technology at their own pace, without having to replace their installed station equipment in one large project. This makes good financial sense in today's competitive economy.

Benefits

In 2009, Honeywell Process Solutions proposed an Experion® Process Knowledge System (PKS) console migration for a specialty chemicals producer in the U.S. In August 2011, the company decided to layer a competitive human-machine interface (HMI) solution on top of its Honeywell controllers. In response, Honeywell assembled a team to re-visit the site in an effort to regain the project.

After Honeywell submitted a number of proposals that were rejected based on costs, the customer's engineering team used fixed-cost funds to purchase 23 Personal Computer Universal Stations (PCUS) through Honeywell's Kits and Enhancements (K&E) program. As a result, they will be able to migrate incrementally to Experion within the next two years, leveraging the hardware they just purchased for stations.

The customer also agreed to a five-year Solution Enhancement Support Program (SESP) contract with the Value Software Flex program, giving them a 90% discount on the one-time software upgrade fee. The new SESP agreement was put in place as soon as possible since they received SESP level pricing on the PCUS K&E models ordered for the project. They will be invoiced monthly for the SESP, like their existing Honeywell Parts Management contract. The customer can use this as a stepping-stone to move to Experion in the near future.

Honeywell's HMI upgrade solution will enable the customer to migrate to the latest technology benefits in phases, without having to replace installed equipment at one time. The HMI upgrade solution is aimed at addressing the operator interface level without requiring the controller infrastructure to be touched. It also ensures their controllers, networks and operating philosophy will remain intact while allowing the plant to enjoy the

advantages of Honeywell's Experion HMIWeb technology. In addition, this solution will extend the life of Universal Stations by retaining the native Windows™ functionality — but running on current hardware to provide reduced maintenance costs and improved operator experience. The upgrade kits are one of Honeywell's most successful packaged offerings.

The benefits from the SESP contract include:

- Preferred-customer pricing for software upgrades, updates, and other services
- Preferred-customer pricing for K&E offerings, both on the PCUS ordered for the project and for future upgrades while under SESP
- Greater cost predictability as a result of annual single-cost SESP agreements
- Extended system lifecycle through an ongoing series of upgrades and updates
- Better compatibility with automation and information systems throughout the enterprise by keeping system software up-to-date
- Maximized uptime through access to the appropriate level of customer support
- Improved workforce capabilities through SESP Training Match options
- Greater effectiveness from the training budget
- Elimination of Universal Station obsolescence issues
- Knowledgeable technical support for Honeywell products
- Lowest cost alternative for ensuring the plant runs for 10+ years
- Ability to implement new control solutions on a schedule compatible with the facility's needs
- Benefits from funding migrations as a multi-year expense

Background

The specialty chemicals producer specializes in the manufacturing of naphthenic and paraffinic oils as well as aliphatic solvents and paraffin and microcrystalline waxes. They have several plants across the U.S.

Challenge

Keeping costs low while updating equipment and processes is a never-ending battle for plants, especially in today's business climate. The Honeywell team had to overcome the budgetary guidelines the customer had in place for this project. Price point drove the selection of a competitive HMI, and repeated rejection of Honeywell's subsequent proposals. The team was determined to present a package that would meet the customer's budgetary criteria and greatly benefit the Shreveport operation.

Solution

Although initially the customer considered remaining with another supplier it considered the less expensive choice, they later found value in moving out of outdated electronics to a newer technology, investing a little at a time.

Migrate to Latest Technology Benefits in Phases

The solution was to offer Honeywell's US-to-PCUS HMI Upgrade Kit. Honeywell's HMI upgrade solutions enable users to migrate to the latest technology benefits in phases, without having to replace a large amount of installed equipment at one time.

For More Information

Learn more about Honeywell's HMI upgrade solution and lifecycle service programs visit our website www.honeywellprocess.com or contact your Honeywell account manager.

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The US-to-PCUS Upgrade Kit's ability to extend the life of Universal Stations by retaining the native Windows functionality while running on current hardware, which enabled reduced maintenance costs and an improved operator experience, proved to be the game changer. The customer saw the benefit and accepted this proposal.

"I think we can declare the PCUS a success," said Mark Bonner, Honeywell Process Solutions' Services Marketing Program Manager. "It looks like PCUS has already found favor in enough cases to be a strong solution going forward. We are moving in the right direction."

Greater Return from Technology Investments

Honeywell's SESP is a comprehensive, site-specific support service helping customers make the most of their valuable automation investments. It provides the flexibility to choose from program alternatives and value-added options to help manage, support and fund system needs.

SESP enables a greater return from purchases of process control and information technology solutions by extending the life of control hardware and software applications, and providing a cost-effective path forward to the latest technology.

Keeps System Performing at its Best

Honeywell's Value Software Flex program, an offering bundled into SESP alternatives and value-added options to help manage, support and fund systems, meets the needs of "self-maintainers" whose requirements differ from those users who require a support partner to help with migration strategies. This option provides a subscription to software updates that will keep the specialty chemicals producer's system performing at its best, and provides software upgrades when released. The specialty chemicals producer may also purchase additional software functionality at preferred-customer pricing. The Value Software Flex program maintains software to ensure system performance is at an optimal level.

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