Terminal Assurance 360
Service Note

The outcomes-based service solution for effective Terminal Operations.

Terminals need to move beyond traditional transactional support strategies and engage in a true relationship with a partner who takes ownership for outcomes. With Assurance 360, Honeywell provides agreed service levels rather than prescribed quantities of materials and labor, takes a strategic view to minimize the total cost of ownership and, guarantees performance. This flexible, outcome-based service solution helps customers achieve continual optimal performance of their terminals and maximize business benefits.

Honeywell's Assurance 360 (A360) is all about results, helping terminals run more efficiently. It's a single contract for all the services you need to meet the key performance indicators that matter most for your day to day operations.

Terminal A360 ensures your terminal automation equipment drives the KPIs for terminals. It covers all your Honeywell terminal solutions:

- Enraf tank gauging
- Small volume provers
- Batch controllers
- Entis, EntisPro and CIU software, as well as gauge firmware
- Other field instruments, including level and temperature transmitter

It can also cover the following:
- Terminal automation systems, DCS, SCADA and PLCs
- Loading operations
- Additive injection skids
- Fire and Gas detection systems and fire alarm panels
- Access control systems, CCTV cameras and systems, and digital video monitoring systems

FEATURES & BENEFITS

Cost Certainty

- Annual payment with risk and reward sharing with a partner who takes ownership for outcomes
- A transparent contract structures
- Reduced CAPEX and certainty over OPEX

Performance Improvement

- Agreed key performance indicators
- Measurable outcomes with results updated using balanced score card
- Analytics to drive consistent performance and availability for long term

Predictive Maintenance

- Detect problems sooner to prevent failures and downtime
- Extend equipment life by identifying and addressing poor operation
- Improve measurement confidence

Validation and compliance

- Maintain consistency in measurement accuracy with agreed periodic validations
- Meet regulatory requirements and contractual agreements
- Ability to cover all your terminal measurement equipments

Enhance Security

- Secure remote monitoring of assets
- Tested and verified software updates and firmware securely applied
- Keep software current and protected against cybersecurity risks

Under Terminals A360, Honeywell takes single point responsibility for providing mutually agreed KPI -based services that will keep assets performing to agreed standards. We assure you cost certainty and enhanced terminal performance, boosting reliability, efficiency and safety.

A Bespoke Service
We partner with our customers to define the KPIs that constitute success, such as:

- Supportability measured by response times and resolution time
- Maintainability assessed by tank level measurement accuracy, density measurement accuracy, temperature measurement accuracy, and incident reduction
- Availability of equipment, system hardware and software
- Spare parts availability
- Reliability, determined through automation assessment,
- Cybersecurity adherence to IEC 62443 / ISA 99 standards
- Additional outcomes that are relevant to your terminal.

Honeywell takes responsibility for implementing the services and solutions needed – all for a predefined pricing structure.

KPIs are weighted as part of a balanced score card to determine contract outcomes.

A Comprehensive Solution
Detailed diagnostics collected through our secure gateway enable us to monitor equipment and the operation. With analytics to drive predictive maintenance and improved performance, we deliver measurable outcomes for an improved operation.

With a single contract, A360 lets you optimize the cost of ownership for key assets, maintain accuracy for crucial measurements and gauges, and deliver the highest levels of availability.

Business benefits
Quality lifecycle management keeps the terminal operating consistently to its design parameters and addresses terminals key business challenges.

- Protecting your site, personnel, assets and the environment. We ensure accurate and secure inventory data to avoid overfills, detect leaks and prevents disasters
- Addressing skills shortages and training, with Honeywell's experienced engineers and experts working to achieve your operational goals
- Keeping compliant with verification and calibration to ensure API and ASTM compliant inventory data measured and calculated from CIU
- Managing obsolescence with spares management and updates and upgrades to keep software, firmware and equipment safe
- Improved efficiency with accurate measurements for custody transfer operations
- Better availability with predictive maintenance to prevent runs to failure and unplanned downtime
- Cybersecurity, with upgrade and patch management ensuring software stays current and secure.

A Single Solution
Assurance 360 for terminals takes the worry out of managing terminal maintenance. Having Honeywell as a trusted partner, you can keep equipment performing at its best focus on running the operation.

Delivering measurable improvements to the operation, we ensure a terminal operation that delivers the results you need to build a more profitable business.

Honeywell Terminals Service Contracts

Honeywell provide services and maintenance offerings to suit every business. From telephone support to outcome-based packages, we help business control costs, address skills gaps, ensure compliance and maximize performance. Our expert services are delivered with highest standards of customer care.

Providing cost certainty and unmatched quality, we help businesses manage the risks to their equipment and solutions over the whole lifecycle. Flexibility to deliver a level of service to meet each business's specific needs means we can tailor a package to suit you.

Our service contracts help operators ensure accurate, reliable measurements across operations to protect profits; control maintenance costs; eliminate downtime; maximize availability; and avoid incidents that can compromise compliance or safety on site.

Talk to us today about how we help you build a more effective maintenance and service program for your terminal.

For More Information

To learn more about how Honeywell's service contracts can improve your maintenance visit www.honeywellprocess.com or contact your Honeywell Account Manager.

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SV-20-20-ENG
March 2020
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