Honeywell Process Solutions
Remote Collaboration, Optimization and Operations Solution FAQ
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Q1 What is a Remote Collaboration, Optimization and Operations solution?
Honeywell’s modular and comprehensive solution that allows industrial organizations to monitor and manage operational activities across multiple facilities from anywhere within a network of sites, helping them better leverage their expertise between locations, mitigate staffing issues associated with remote locations as well as maximize production and optimize operations.

Q2 Does this solution work for any industry?
Although value drivers are stronger in extractive industries such as upstream oil and gas and mining, metals and minerals, the solution is structured in a way that it can be easily extended to other industries.

Q3 What are the operational challenges faced by industries with multiple facilities in remote locations?
Many industrial operating companies have multiple production facilities that are geographically spread out over vast distances. Expertise and best practices can be difficult to share and institutionalize across these locations. Optimal production and productivity are hard enough to achieve on a single asset level, but interdependencies between processes and facilities complicate things even further.

For companies operating remote facilities, safety can be a concern, both from the perspective of potentially harsh conditions associated to the location, such as high altitude, politically unstable countries, offshore, extreme climates, risk of natural disaster, etc. Risks can also arise from the transportation of employees to and from the operating facility using helicopters, or ground transportation over poor-quality roads.

Issues related to staffing also burden company management. With operations situated in remote areas, it is difficult and costly to attract and retain a talented workforce. This leads to a high degree of staff turnover, which, in turn, creates a hardship in training new resources. Moreover, in many disciplines, an aging workforce shrinks the available talent pool even further, and makes the need to leverage expertise more acute.

Q4 What is Honeywell’s solution for remote collaboration, optimization and operation?
Honeywell Process Solutions has developed a comprehensive, yet modular solution. Honeywell’s approach goes beyond the simple provision of enabling technology to cover the broad spectrum of needs related to such an undertaking.

Honeywell’s acquisition of Matrikon has strengthened its remote solution. Whereas Honeywell has deep expertise in automation systems and applications, Matrikon was a recognized thought-leader in industrial intelligence and remote collaboration. Now this expertise is part of the Advanced Solutions business within Honeywell Process Solutions.

The combination of the Advanced Solutions consultative approach and integration capabilities with Honeywell’s broad product and service portfolio enables customers to achieve transformative business outcomes.

One way to concretize this solution is to see it as the creation of a collaboration center that can be either a physical location, or a virtual environment, in which the work will take place. This center becomes the focal point in which data can be converted to information, where standards can be created around
information management, work processes and best practices. The intent is to provide timely, quality information to support critical decisions and create one shared version of the truth.

Q5  How do I determine if this type of solution is right for me?
There are a variety of reasons that lead companies to pursue this type of program. Honeywell has seen drivers that relate to the company itself, the immediate environment in which it operates as well as the macro-environment at the industry or geography level. Contact your Honeywell representative to discuss how this solution can help your business achieve transformative results.

Q6  What is the scope of such a program?
One key element when considering this type of initiative is to think of it as a journey, and not a project. It is likely that over time, such an endeavor will change the way companies operate. This affects the core competency of industrial companies, their actual operations. One useful analogy is to think of it as changing operations to the same extent that the implementation of an ERP system changes back-office processes.

This may seem daunting, but this change can come about incrementally, in a phased approach. The process can change the organization progressively, and achieve increasing value, leading to true business transformation:

Q7  What are the risks associated with such a transformation?
From longstanding experience in this discipline, Honeywell has a keen appreciation for the key success factors for such an initiative. Some companies have failed by having a ‘build it and they will come’ approach.

We understand that such a program requires a comprehensive approach, and our solution incorporates elements of vision and strategy, people and change management, and business process management as well as the technology to enable this change.

Our solution incorporates these elements to provide a holistic perspective, additionally leveraging a global network of partners to offer additional services including change management consulting, telecom support and collaboration facility design, pulled together under a program that Honeywell manages.

Q8  How can I get started?
Honeywell’s approach is to start with an initial assessment that includes workshops and interviews across the organization to develop a shared vision for the program, and then link this vision to a roadmap from the current situation of the business to its future state through gap analysis, cost benefit analysis, identification of value drivers and critical success factors.
At this time, a cross-functional team is put in place to manage the different aspects of the initiative from the ongoing program management, change management, business process management as well as technology implementation. Next, the initial project phase “bridges the gap” in technology by upgrading site-level infrastructure to the pre-requisite levels to consider cross-site collaboration. Finally, comes the actual implementation phase that sets up and deploys the actual functionality to achieve the program goals. The program then transitions into a sustainment phase during which Honeywell ensures that the benefits achieved are sustained over time.

Q9 What are the benefits of remote collaboration, optimization and operation for Honeywell customers?
A comprehensive remote collaboration, optimization and operation solution enables Honeywell customers to respond faster to market conditions, increase efficiency, reduce downtime and achieve higher production availability. It also minimizes the costs and risks associated with remote site visits—enabling fewer core personnel to meet the operational requirements of multiple facilities from a single secure location.

While improvements in production and yield, raw materials usage and regulatory compliance have an immediate impact on the bottom-line, the ability to integrate reliable process information with the business allows industrial organizations to take a major step towards establishing global best practice benchmarks in process control.

The key benefits of Honeywell’s remote solution include the ability to:
- Leverage expertise across remote facilities
- Improve safety in hazardous environments
- Maximize production and optimize operations

Q10 What are the core components of Honeywell’s solution?
Honeywell’s overall integration capability for its remote solution is based on advanced Intuition software, powered by Matrikon. Intuition delivers industrial intelligence in a revolutionary way—providing context to enable all people, processes and applications to work in concert. This empowers collaboration across departments, functional areas, geographic boundaries and languages. As the foundation for unified, enterprise-wide information management, Intuition enables industrial organizations to transform data into meaningful information and display it to provide context. The software allows users to access the right data at the right time and share information across business units, and then implement integrated workflows to ensure the right action is taken.

Additional Honeywell tools powered by Matrikon not only make it possible to integrate and access information from the field to the desktop, but can also integrate workflows across engineering, managerial and maintenance domains for consistent action. They include:
- Well Performance Monitor – Combines powerful data cleansing, visualization and analysis solutions with tools for collaboration and workflow management.
- Equipment Condition Monitor – Supports a complete operational excellence program, including condition-based equipment monitoring and maintenance, and associated workflows.
- Operational Insight – Web-based, real-time, data visualization and KPI-dashboard solution that enables better operational decisions.
- Matrikon Mine to Port – Integrates and presents data from mine planning systems, fleet management systems, process control systems, laboratory information management systems and other operational systems.
- Control Performance Monitor - Leverages universal connectivity and offers monitoring, tuning and modeling capabilities within one platform.

- Profit Suite - A comprehensive collection of advanced process control and optimization products and services that effectively manage all aspects of control and optimization—from improving regulatory loop control to optimizing the entire plant.

- Uniformance PHD - Provides a rich, flexible environment for the collection, storage and analysis of process data and allows data to be gathered from disparate control systems and other data sources into a unified database for long-term storage.

Experion enables operators to easily monitor and control production at geographically dispersed facilities. Experion’s human machine interface (HMI) provides a detailed view of the situation in order to avoid process upsets before they occur. Its distributed system architecture (DSA) allows multiple systems to operate as one within a single unit, site or enterprise.

Q11 Are Honeywell customers now utilizing this solution?
Yes, leading industrial organizations around the world are transforming their business results through the use of remote operations technology and centralized collaboration centers. Recent examples include:

- A leading global producer of crude oil and natural gas has centralized operations at 18 of its 26 offshore platforms. All operating and production procedures are fully automated and synchronized, creating increased flexibility and competitive advantage.

- A major international producer of primary and fabricated aluminum turned to Honeywell to provide a standardized process control infrastructure and control solutions across multiple refineries in six countries. By improving plant efficiency, reducing raw materials consumption and lowering environmental emissions, this company has a sustainable, competitive advantage.

- As one of the world’s largest copper producers, worked with Honeywell to implement a remote operations center at its facility in Santiago, Chile. This center connects operating sites to essential facilities, creating a collaborative environment that is the key enabler for production improvement.

- One of the world’s largest energy producers, employed remote well monitoring technology near Brazil, which enabled project personnel to not only integrate and access information from the field to the desktop, but can also integrate workflows across engineering, managerial and maintenance domains for consistent action.

- A global industrial gas company implemented two Honeywell products powered by Matrikon, Operational Insight and Control Performance Monitor, and the information infrastructure was tied together with OPC connectivity. The company realized benefits such as improved throughput and control quality, reduced energy consumption, improved plant stability, and increased operational consistency.

Q12 Where do I go to get more information about this solution?
For more information on this solution, contact Christophe Romatier at christophe.romatier@honeywell.com