

ASSURANCE 360 FOR PHARMACEUTICAL CUSTOMERS

Outcome-based Services
Guarantee Optimal Performance

Service Note

Honeywell's comprehensive automation support program minimizes risk, reduces asset ownership costs, and enhances business results.

THE SOLUTION

In the pharmaceutical and life sciences industries, competitive demands and regulatory scrutiny make it imperative to keep the distributed control system (DCS) assets as robust as possible. Plant owners/operators are seeking single-source accountability for system support to reduce total ownership costs and respond to changing business conditions.

At many facilities, key experienced resources are retiring, and on-site personnel cannot be experts in every aspect of validated system handling – from quality control to regulatory compliance – to keep assets at top performance levels. In addition, dispatching an expert to the site is costly and often inefficient.

THE OPPORTUNITY

Achieving and sustaining top performance has never been more important for pharmaceutical and life sciences companies. It's what drives the bottom line. They must find ways to reduce costs and improve quality assurance within their manufacturing facilities. This involves optimizing asset reliability and increasing overall equipment effectiveness (OEE).

Many companies are re-thinking the way traditional value-added automation support services are delivered. Longstanding models that are transactional in nature are being replaced by partnerships where service providers take ownership of customers expected outcomes, and thus have "skin in the game." This allows the customer to channel limited resources and expertise into areas of the business where skills can be utilized to enable improved outcomes.

With its focus on sustaining long-term control and quality performance, Assurance 360 enables significant operational and business benefits:



Honeywell Assurance 360 helps pharmaceutical customers achieve guaranteed performance.

- Enhances operator effectiveness through alarm management and improves plant performance via loop tuning
- Optimizes total cost of ownership (Assurance 360 assessments have identified up to 20% cost savings by extending assets' useful lifetime, reducing the need for third-party services, or minimizing staffing requirements)
- Flexible service levels augment internal workforce competencies and can include remote surveillance and support
- Honeywell's attention to automation issues ensures customers can focus on operations
- Technology Road Mapping optimizes refresh schedules to decrease cost, accommodate operational constraints and ensure supportability

Honeywell

THE SOLUTION

Honeywell has transformed automation support for the digital age. With our multi-year, outcome-based Assurance 360 services, pharmaceutical manufacturers no longer worry about system maintenance, support, and updates. This cooperative service program provides agreed service levels and takes a strategic view to minimize asset ownership costs, guarantee performance and improve business results. Honeywell is responsible for providing the necessary skilled labor and materials to achieve the defined outcomes with payment adjusted by the results attained. The results are predictable operating expenses (OPEX) and capital expenditures (CAPEX), greater system stability, improved reliability and quality, and optimized total cost of ownership (TCO).

New features included in Assurance 360 include:

Integrated Automation Assessments:

Provide a report on the system configuration based on Honeywell best practices, a security summary on security performance, a lifecycle summary on supported hardware and software revisions, and a synopsis on overall asset performance.

System Performance Analyzer (SPA):

Monitors control applications, system performance and capacity functions in real-time. Along with predictive modeling capabilities, it help to bring better visibility into asset performance and preempt faults before they occur.

Premium Support Center:

Provides expert control system health monitoring and performance improvement recommendations utilizing the advanced, cloud-based predictive analytics

Cyber Security Managed Services:

Performs control system audits to identify cyber security vulnerabilities, as well as penetration testing and other services to help detect and mitigate threats to automation assets.

HOW THE PROGRAM WORKS:

The Honeywell Assurance 360 program offers a choice of engagement models, depending upon the level and type of support needed. Options range from "Performa" solutions that build and complement competencies within a customer's organization to "Optima" solutions fully executed by Honeywell with guaranteed performance.

Both Performa and Optima service options can be tuned to a pharmaceutical or biotech company's unique performance and quality challenges. They provide tailored performance dashboards, software upgrades and updates, and expert consulting and support. The services focus on critical areas such as asset lifecycle management, performance management, and quality and compliance. They address specific key performance indicators (KPIs) like lot acceptance rate, quality compliant rate, batch deviation, regulatory warnings, audit call-outs, and staff competency.

The Assurance 360 solution can also assist customers with maintaining an electronic, auditable data/record trail covering compliance issues such as US Food and Drug Administration (FDA) validation and inspection, documentation, change control, batch records, traceability and electronic signatures (CFR11), and system validation.

WHY HONEYWELL?

Count on Honeywell for comprehensive support across the industrial enterprise. We are a trusted resource for diagnostic system monitoring, automated incident management, technical assistance, parts management, site-based support, and ongoing system upgrades.

With the most complete offering of control products, solutions and services for the pharmaceutical and life sciences industries, Honeywell is dedicated to helping customers achieve improved reliability, reduced downtime, increased system availability, and lower operating costs.

For More Information

To learn more about Honeywell Assurance 360, visit www.honeywellprocess.com or contact your Honeywell Account Manager. www.honeywellaidc.com

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**THE
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**WHAT
WE
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