

REMOTE PREVENTIVE MAINTENANCE SERVICES

Improve Service Delivery and Provide Better Outcomes for Assurance 360 Customers

Service Note

Honeywell Remote Preventive Maintenance Services provide 24x7, proactive system and performance monitoring for a step change in plant maintenance.

THE CHALLENGE

Plant maintenance requirements are evolving at an unprecedented pace, and industrial organizations must address a host of new challenges to keep their operations efficient, reliable and safe.

For example, experienced employees are exiting the industrial workforce (and taking valuable skills with them) in record numbers. While automation may help fill the labor gap, skilled workers will still be needed to apply problem-solving capabilities, perform analysis and manage production.

With the Industrial Internet of Things (IIoT), Industry 4.0 and cloud computing, technology is advancing at warp speed, and most manufacturers struggle to keep up – let alone stay on the leading edge.

Plants of all sizes must mobilize the right resources to meet their critical asset maintenance demands. Unfortunately, expert service and support is spread thin and frequently constrained due to the high cost of travel.

THE OPPORTUNITY

Remote condition monitoring can be of great benefit to modern plants, where process disruption is expensive in terms of asset downtime, lost production, labor expenses and spare parts costs. It can also drive preventive maintenance (PM) activities, which is a time-based or interval-based planned service to detect and prevent potential failures, extend the life of equipment and avoid any unplanned maintenance activity.

The latest remote monitoring solutions address the need to deploy the right maintenance resources at the right time. This approach frees local field personnel to focus their efforts on tasks that add value to the operation.



Honeywell Remote Preventive Maintenance

BENEFITS OF REMOTE PREVENTIVE MAINTENANCE

The specific benefits of this solution include:

- Optimize preventive maintenance and proactive intervention strategies
- Improve resolution times for incidents and problems
- Reduce delivery and travel time required to complete PM activities
- Increase the availability and productivity of key resources
- Achieve consistent outcome-based delivery through the use of PM tools
- Optimize preventative maintenance tasks inline with global best practices
- Perform maintenance work identically on all assets/sites globally
- Separate preventative and corrective activities

Honeywell

Remote Preventive Maintenance, a new offering within the outcome-based Honeywell Assurance 360 support program, provides customers with proactive alerting, actionable insights and consistent quality of delivered maintenance services. It allows on-site Field Service Staff (FSS) to focus on and execute higher value activities, as well as increase key resource availability and productivity. The Solution

- Expand visibility of ongoing maintenance activities
- Enable work to be assigned based on skill set
- Eliminate need for a skilled field specialist to visit to perform key tasks
- Free local FSS to deliver higher value-add activities
- Enlist knowledgeable experts without prohibitive costs
- Build knowledge of site-specific requirements

ADVANCED PM TOOL

The Honeywell Remote Team can help with the resources needed to implement our advanced PM Tool as part of the Remote Preventive Maintenance solution. This tool can be used to optimize maintenance routines and frequencies aligned with best practices. It is easy to use, and drives efficiency and consistency in delivering standardized, repeatable services across multiple industrial sites.

The PM Tool, which can be used to automate task planning and scheduling, and standardize reporting, syncs with Honeywell's global equipment and task database. It enables the ability to trend parameters and provides auditable records of all PM tasks carried out. Use of the tool results in:

- Improved system uptime and reliability
- Reduced maintenance costs, preventing failures before they occur
- Increased end user satisfaction
- Lower Total Cost of Ownership (TCO)
- Increased Return on Investment (ROI)

COMPREHENSIVE GTAC AUDIT

Honeywell's comprehensive Global Technical Assistance Center (GTAC) Audit can be completed in parallel with a preventive maintenance program. The audit's non-invasive activities are carried out remotely. The focus is on optimization and compliance with current GTAC recommendations.

The GTAC Audit provides a system status reference document for GTAC when working on incident and problem resolution. Its objective is continuous improvement. The audit is intended to be a living document, and thus tasks can be added/changed/deleted each quarter. Audit tasks identified as "invasive" are assigned to the local FSS.

ABOUT HONEYWELL ASSURANCE 360

In today's competitive environment, industrial sites 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, guarantees performance, and utilizes the automation system to improve business performance. This flexible, outcome-based service solution helps customers achieve continual optimal performance of their automation systems and maximize business benefits.

As a strategic partner, Honeywell is responsible for providing the necessary skilled labor and materials to achieve the defined outcomes with payment adjusted by the results attained.

Assurance 360 is a customer-specific program ranging from co-sourced "Performa" solutions that build and compliment competencies and capabilities within a customer's organization to "Optima" solutions fully executed by Honeywell with guaranteed system performance.

For More Information

To learn more about Honeywell's Remote Preventive Maintenance offering, visit www.honeywellprocess.com or contact your Honeywell Account Manager.

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