

## Service Note

### Solution Enhancement Support Program (SESP): VRP Upgrade



Improve: Uptime, Support and Security by adding Value Remote Plus (VRP) to your support contract

With Honeywell's VRP solution, production problems can be resolved in minutes versus hours and outages due to cyber issues can be virtually eliminated.

#### Incremental VRP Benefits:

- 24x7 Unlimited Support (Incident Support, Root Cause Analysis and Problem Management)
- Remote Troubleshooting and Resolution
- Secure Delivery of Critical System Updates
- Automated Patch and Anti-Virus Management

#### Managing and Reducing Downtime:

Unexpected outages can be decreased by utilizing effective management practices and implementing security controls. Despite best efforts, outages are inevitable and the key factor driving the cost of an outage is recovery time. VRP allows you to immediately contact support personnel that can access your system and help resolve the problem. Without VRP, you may be limited to phone support only during business hours and may have to wait until personnel arrive on site to get your issue resolved. During a production outage, you need the timely response that only VRP can provide.

#### How Honeywell Does It:

Honeywell begins by configuring and installing our Secure Service Node technology (the most secure solution of its kind). The Service Node allows you, the customer, to control all remote support activities offered by Honeywell. No activities can be taken by Honeywell unless specifically authorized by the customer. All activities are logged for audit and playback purposes. Security controls include encryption, two-factor authentication, and the other controls defined in the IEC 62443 control system security standards.

#### Specific Key Incremental Benefits with VRP:

- Decrease in lost revenue from unplanned downtime and production slowdowns
- Decrease in labor costs to analyze and resolve performance issues and make minor improvements
- Decrease overall costs executing automation projects

#### Secure Connection Capability

On a secure connection, Honeywell has the ability to remotely troubleshoot problematic issues and can automatically deliver patching and anti-virus updates down to every end node in your distributed control system (DCS). This service is designed to remove manual work and assist you in eliminating vulnerabilities that could impact operations, stability and safety. Honeywell supports McAfee (Intel Security) and Symantec Anti-Virus programs and software patches for Microsoft and Adobe products and Control System Software.

#### Secure Service Node Capability

- Provides a single secure solution for all remote support activity
- Allows for immediate diagnosis and resolution of issues
- Eliminates the need to visit each computer in your controls environment to apply updates

#### Patch Delivery & Anti Virus Updates

- Provides a central console where you can control exactly when each update is installed (i.e. during maintenance periods)
- Delivers only updates that have been thoroughly tested for impacts to your control systems
- Prevents malware exposure by delivery over a secure channel and eliminates the use of USB drives or file downloads from untrusted systems

## Value Remote Plus

- Reduces the exposure to cyber attacks that can be introduced by making firewall changes needed to obtain updates

Increase Overall Security, Improve System Performance, and Reduce Operational Cost



Patch & Anti-Virus Automation  
Protection Management



Secure Remote Access & Support

### About SESP

SESP is a globally available, site-wide support agreement that has been co-developed by Honeywell and global customers and has been uniquely designed to maximize the results you expect to achieve from your automation control and information technology investments.

### Calculate your Total Gross Benefits

Prepare, quantify and view your assumptions by utilizing Honeywell's online tool. This will assist you in visualizing your company-specific benefits of upgrading to VRP by using the SESP Value Calculator located here:

<https://www.estimatebusinessvalue.com/honeywell/sesp/web>

### For More Information

Learn more about Honeywell's Automated Patching and Anti-Virus Service, visit our website [www.becybersecure.com](http://www.becybersecure.com) or contact your Honeywell account manager.

### Honeywell Process Solutions

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### About Honeywell Industrial Cyber Security Solutions

Honeywell is the leading provider of industrial cyber security solutions that help customers ensure the availability, reliability, and safety of their industrial and automation control system and plant operations. Leveraging our industry leading process control and cyber security experience, our expertise, and technology, Honeywell delivers proven solutions designed for the specific needs of process control environments and critical infrastructure sectors. Our portfolio includes Managed Industrial Services for process control infrastructure protection, and the Industrial Cyber Security Risk Manager solution which proactively monitors, measures and manages industrial cyber security risk. We also offer consulting and remediation services including security assessments and audits, architecture and design, network security, endpoint protection, situational awareness, and response and recovery. These solutions are enabled by innovative technology and delivered by a global team of cyber security experts.