Honeywell’s Hardware Refresh Program
Keep Your Open System Assets Up to Date
Hardware Refresh Program

Reliability

Capital efficiency
Reliability

- Mitigate the Risk of Equipment Failure
- Benefit from the Latest Technology Performance

Increased Availability and Uptime
Capital Efficiency

Pay for Upgrades Over Time

Lifecycle Planning

Optional Extended Warranty

Predictable Costs
Introduction

• With the fast pace of technological change, industrial organizations seek the right balance between utilizing existing assets and upgrading to benefit from the latest computer hardware and software, as well as reducing compatibility concerns between the two as they move forward.

• Reducing fixed/non-discretionary spending is key to increasing business agility, and an often overlooked tactic is optimizing the hardware refresh cycle for process automation systems.

• An effective refresh policy helps balance the trade-offs between capital spending, operating efficiency, and risk mitigation.
Today’s Business Issues

Plant managers deal with critical issues in supporting open control and safety systems utilizing commercial off-the-shelf hardware

• Upgrade operator stations to the latest revision level to improve performance and reliability – and minimize risks

• Provide common platforms that can be fully supported on an ongoing basis

• Lock in pricing for covered computer hardware while spreading payments over a multi-year agreement

• Expand site support capabilities in a single contract that is easier to maintain and included in the annual plant budget
Thanks to a well-designed hardware refresh solution, manufacturers can achieve significant operational and financial benefits

- Reduce risk of incidents / upsets
- Minimize complexity through hardware standardization
- Enhance capabilities / functionality by using new hardware
- Lower capital and operating expenses
- Improve visibility into future infrastructure investments
Honeywell’s Hardware Refresh Program takes the pain out of staying current in today's rapidly evolving technology environment

• Customers can plan and finance upgrades either as a standalone contract, or as part of their Solution Enhancement Support Program (SESP)

• SESP with Hardware Refresh is available for each of Honeywell’s major platforms
Hardware Refresh offers a clear value proposition for industrial operations of all types and sizes

- Move hardware modernization expenses from capital to operating budgets
- Pay for technology refresh gradually over time, with predictable costs
- Ensure updated hardware is funded and delivered when you need it
How the Program Works

As a multi-year agreement, Hardware Refresh makes it easy to budget and plan payments on an annual basis to address the need to regularly upgrade server and station hardware

• Customers may choose what to refresh and when to do it, all at once or as a phased-in approach

• Contracts may cover three, four, or five-year periods

• Optional extended warranty for computer platforms may be Honeywell Proprietary done for a period of up to five years from the initial date purchased
With Hardware Refresh, customers can select computer hardware upgrades from Honeywell’s Kits & Enhancements (K&E) program

- Contract covers all server or station configurations available within the K&E offering

- Customers with SESP Plus and SESP Flex service contracts will receive additional value with lower prices for K&E deliverables
Hardware upgrade of specified nodes may be defined and scheduled anytime during the contract period (applies to computers purchased directly through Honeywell)

- Installed nodes must be at a level that can be supported for the term of the contract

- Alternately, a hardware refresh may be done in the first year of the contract as the first of two refreshes covered by the agreement
How the Program Works (cont)

Hardware Refresh funds can also be used for virtual system migration and refresh

- Virtualization technology changes the way industrial plants deploy open control system infrastructure
- Reduce PC hardware requirements
- Improve server utilization rates
- Reduce disruptive operating system and hardware changes
- Simplify system management
- Ensure the availability and reliability of critical assets
Benefits to Honeywell Customers

Honeywell’s Hardware Refresh program provides a secure path forward to the latest technology, including the efficiencies of an updated system along with fixed cost management

• Improved operational performance and minimized risk
• Avoidance of hardware obsolescence
• Predictable costs for maintaining or modernizing installed assets
• Accurate budget planning with detailed annual pricing
• Consolidation of multiple service agreements available
• Optional extended warranty on computers and servers
• Locked-in pricing for computer upgrades
• Flexible payment options for funding modernization effort
• Additional service support to augment on-site resources
Example #1
• A large oil & gas refinery determined that computer hardware for control room operator and engineering stations would cost $240K USD to refresh, and these computers had to run for at least four years without any issues.

• The refinery purchased a four-year Hardware Refresh contract and pays ~$60K per year. It will be entitled to a refresh of the Honeywell hardware at the end of the fourth year, with no need to obtain capital funding.
Example #2

• An expanding paper mill had a problem finding capital funds for operator station computer upgrades. Software and hardware were changing every year-and-a-half throughout a phased retrofit project.

• Thanks to a Hardware Refresh contract with a refresh at the end of the project, the mill now has up-to-date and consistent computer platforms.

• Best of all, engineers know that operating systems, control applications and computer hardware are compatible.
Conclusion

• Industrial plants are being challenged to increase the business value of their computer hardware investments

• Optimizing a facility’s hardware refresh policy is a powerful way to impact a significant portion of capital and operating expense budgets

• With Honeywell’s Hardware Refresh Program, customers can analyze their current infrastructure landscape and develop a hardware refresh roadmap driving maximum business returns