

HARDWARE REFRESH PROGRAM

Keep Distributed Control System Assets Up to Date

Service Note

Honeywell's Hardware Refresh Program takes the pain out of staying current in today's distributed control system environment. The program provides a validated, secure path forward to the latest technology, including the efficiencies of an updated system along with fixed cost management.

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.

TAKE THE GUESSWORK OUT OF HARDWARE UPGRADES

Honeywell's Hardware Refresh service program agreement allows customers to budget and plan payments on an annual basis to address the need to upgrade server and computer hardware on a regular basis.

The hardware upgrade of specified nodes under contract may be defined and scheduled anytime within the



Honeywell's Hardware Refresh service program is a multi-year agreement that provides the ability for a customer to upgrade their computer and server platforms and stay on current hardware technology with planned and predictable costs.

period of the contract. The contract pricing and deliverables are based on the upgrades offered through the Kits and Enhancements (K&E) program.

It should be noted that existing installed nodes must be at a level that may be supported for the term of the hardware refresh contract. Otherwise, an initial upgrade, or refresh, will be required before the hardware refresh contract period starts. Alternately, a hardware refresh may be completed in the first year of the contract as the first of two refreshes covered by the contract terms.

FEATURES & BENEFITS

Operational and Financial

- Reduce risk of incidents /upsets
- Minimize complexity through hardware standardization
- Enhance capabilities and functionality by using new hardware
- Lower capital and operating expenses
- Improve visibility into future infrastructure investments

Extended Warranty Available

- A standard one year Honeywell warranty for all hardware
- The extended warranty for servers and stations may cover a period of up to five years from the initial purchase date
- Benefit from Honeywell technical experts to ensure all warranty work is completed accurately, safely, and quickly

SESP Pricing Levels

- The hardware upgrades used in the Hardware Refresh Program have the same pricing as in the K&E program
- Customers with SESP Plus and SESP Flex contacts will receive additional purchase discounts for K&E deliverables

Multiple Server/Station Selections

- Honeywell offers multiple servers and stations in its standard K&E offerings
- Hardware refresh contracts provide upgrades to equal or better computer platforms; however, customers may select any of the server or station configurations available within the K&E offerings

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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. The benefits to customers include:

- Lower hardware and software costs
- 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

Thanks to the Honeywell Hardware Refresh Program, industrial operations can budget and plan defined modernization costs over a multi-year period and avoid the need to request funding for a large one-time upgrade project.

For More Information

Learn more about how Honeywell's Hardware Refresh Program keeps your plant's distributed control system assets up to date, visit our website www.honeywellprocess.com or contact your Honeywell account manager.

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TYPICAL CUSTOMER EXPERIENCE

A large oil & gas refinery determined that computer hardware for control room operator and engineering stations would cost \$320K 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 at ~80K/year; they will be entitled to a refresh of the Honeywell hardware at the end of the fourth year, with no need to obtain capital funding.

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

refit 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 all compatible with each other.

By implementing Honeywell's Hardware Refresh solution, industrial organizations can move hardware modernization expenses from capital to operating budgets and pay for technology refresh gradually over time with predictable costs. They can also ensure updated hardware is funded and delivered when it's needed.

THE
FUTURE
IS
WHAT
WE
MAKE IT

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