

OFFERING EXTENDED VALUE AND FLEXIBILITY

Solution Enhancement Support Program



Honeywell



Honeywell Process Solutions understands the demands of today's marketplace. For more than 35 years, we've contributed to our customers' success by delivering expert automation lifecycle management services - backed by our proven approach to continuous technology evolution. With a dedicated global workforce and cutting edge skills, Honeywell empowers businesses to realize their true potential through process reliability, optimization and lifecycle planning.

SOLUTION ENHANCEMENT SUPPORT PROGRAM BENEFITS INDUSTRIAL OPERATIONS

Regardless of size, or where they are located around the world and across different industries.

Business and competitive pressures demand improved operational performance from process manufacturers. According to the ARC Advisory Group, increasing system complexity, a constant stream of updates, and growing compliance requirements are forcing changes in the way process plants keep their information and control systems up-to-date. There are many operating challenges facing organizations like yours today. Many operations lack the resources necessary to upgrade and maintain process automation systems on their own. Costs for ongoing maintenance and support can become unmanageable when

support policy changes or when parts availability and technology obsolescence dictate that plants must modernize or replace assets. Increasingly, production facilities are seeking single-source accountability for control system migration and support. Many organizations need a defined plan to extend the life of assets and a strategy for deploying the latest technologies to reduce support costs and improve sustained performance.

Honeywell's Solution Enhancement Support Program is designed to help organizations to cost effectively manage plant automation assets over their lifetime.

Plant assets, if properly managed and maintained, have an enormous impact on productivity and profits, contributing to:

- Higher quality products
- Greater yield
- Lower operating costs
- Increased manufacturing flexibility
- Improved regulatory compliance
- Reduced energy consumption

IT'S ABOUT REDUCING COST AND INCREASING REVENUE

In control systems, the ability to exploit advantages can result in financial improvements.

SOLUTION ENHANCEMENT SUPPORT PROGRAM IS DESIGNED TO PROVIDE THE FOLLOWING:

Uninterrupted Production

- Avoid or reduce loss of view or control incidents
- Rapid restoration, if an incident occurs

Leveraging Technology

Advantages

- Enhance system capabilities on an on-going basis
- Avoid rip & replace situation (preserve Assets and Intellectual Property)
- Vendor partnership for new solutions

Adhere to Overall Automation Plan

- Take advantage of latest release, benefits, at your own pace and convenience
- On-going support when you need it
- Flexibility to pay for upgrades either as a project or under a support contract

Cost Effectiveness

- Preferred pricing and flexible funding
- Predictable support budget
- Reduced administrative costs

Assured Priority Support

- Preferred pricing and flexible funding
- Predictable support budget
- Reduced administrative costs
- Affordable on-going training

Technical Assistance

- Unlimited assistance for customer's engineering staff
- Priority access to technical expertise
- Efficient issue resolution
- Knowledge sharing

Advantages of Honeywell's Solution Enhancement Support Program (SESP):



DESIGNED TO FIT YOUR UNIQUE SITE NEEDS

Solution Enhancement Support Program (SESP) is specifically designed to ensure plant automation equipment does not become obsolete over time. The solution provides customers with full support for Honeywell-installed assets and access to the latest software releases, and makes software updates available based on current product releases.

VALUE PLUS



Provides immediate access to experts resulting in decreased cost to resolve performance problems by 50%, decreased cost of software updates, upgrades and new functionality additions by 80%.

VALUE REMOTE PLUS



Provides proactive, reliable and fastest ways to identify, diagnose and resolve system problems, resulting in decreased revenue loss from unplanned shutdown and production slowdowns by 25%.



DIGITAL SYSTEMS INSIGHTS

Latest addition to Solution Enhancement support Program that provides efficient technical support for maintaining seamless operations.

SIMPLIFYING SYSTEM SUPPORT

1. Up-to-date Inventory Intelligence:

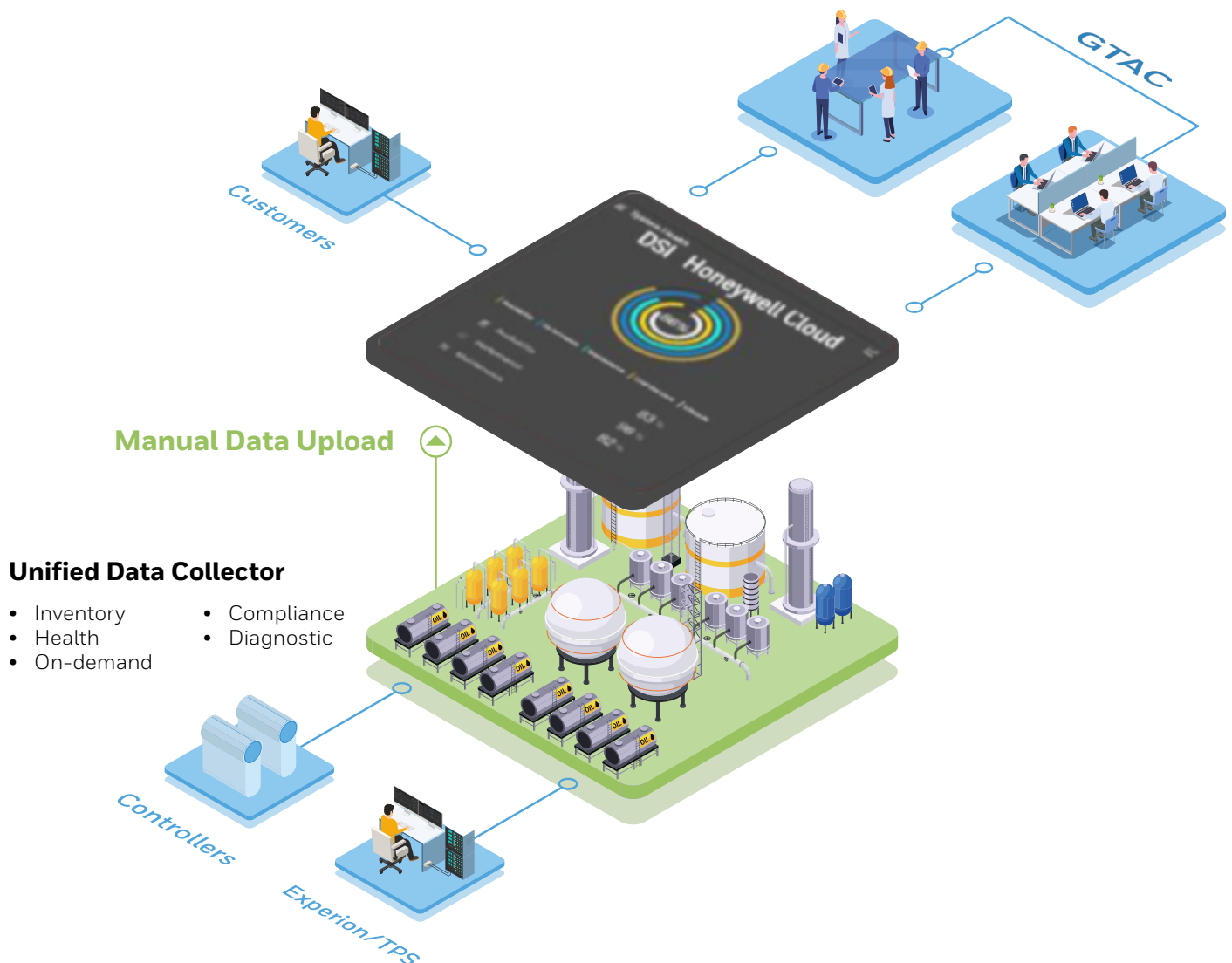
Gain access to accurate and up-to-date inventory information whenever you need it. No more outdated reports or questions about what you have installed.

2. Lifecycle Visibility:

Stay ahead of the curve with instant access to the support life cycle details for your installed software and hardware on your Honeywell control system assets.

3. Streamlined Support Engagement:

Experience a new level of efficiency when engaging with our Global Technical Assistance Center (GTAC). Digital Systems Insights will facilitate the sharing of key diagnostic information required by GTAC to streamline your support and help resolve cases faster.



SOLUTION ENHANCEMENT SUPPORT PROGRAM

Many organizations need a defined plan to extend the life of assets and a strategy for deploying the latest technologies to reduce support costs and improve sustained performance.

Each bundle in the SESP portfolio offers a specific set of services designed to address the varied requirements of your operations.

SESP OFFERINGS	VALUE PLUS	VALUE REMOTE PLUS
Core Services—Included in Contract as Noted		
Global Technical Assistance (GTAC) & Remote Services Support		
Telephone Support—Normal Business Hours 5x8	✓	✓
Remote Connectivity (Service Node)	Optional	✓
Remote Troubleshooting	Optional	✓
Remote Patch Delivery	Optional	✓
Remote Virus Protection	Optional	✓
Software Support & Enhancements		
Software Updates (Patches)	✓	✓
Software Upgrades (Enhancements)	✓	✓
Migration Help Desk Support	✓	✓
Honeywell Online Support - Web Access	✓	✓
Kits & Enhancement Preferred Pricing	✓	✓
System Audit Services		
System Audit Report (Annual)	✓	✓
Digital Systems Insights (DSI)		
Inventory View	✓	✓
Lifecycle / Roadmap View	✓	✓
Diagnostic Capture Tool output Upload to GTAC	✓	✓

SESP Bundles enable you to select the services that you value for your operations and allow you to add optional services as required.

ONE TIME UPGRADE

Bring your system to the current software release - SESP helps you optimize and maintain it.

GETTING CURRENT

One Time Upgrade (OTU) program allows customers who have control systems with software that is out of date to take advantage of preferred pricing to get to a more current software level. OTU program is available when a customer chooses a SESP site contract to help keep the system current and optimized.

The OTU program is applicable to TotalPlant® Solution (TPS) system and to Experion® Process Knowledge System, addressing the software needed to accomplish an upgrade, plus the latest system release version.

For more information

To learn how Honeywell's Solution Enhancement Support Program provides economic benefits and flexibility, visit process.honeywell.com or contact your Honeywell account manager.

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