Honeywell

Global Technical Assistance Centers:
Ensuring Safe, Efficient and Reliable Operations
Service Note

Industrial organizations are looking for ways to improve the performance of their operating plants and minimize downtime. To keep automation systems effective and up-to-date, they need expert support services – strategically located throughout the world – to help resolve technical questions, issues and requests.

At Honeywell, we understand that it's critical for plant automation systems to operate reliably. We also appreciate the demands on your facilities and the pressure to deliver performance improvement. You want your process control and safety solutions to be as efficient and cost-effective as possible.

Who We Are

Honeywell's Global Technical Assistance Center (GTAC), staffed by more than 100 engineers, product experts and consultants worldwide, is one of the largest customer support networks in the process industries. Our group brings the innovation and expertise of a trusted global organization to your operation.

GTAC professionals provide world-class Level 2 support to Honeywell customers.

Honeywell GTAC professionals are technically skilled and comprehensively trained to deliver world-class Level 2 support for your operations. Our staff offers significant in-plant experience, averaging 20+ years supporting process control systems. Indeed, many of our specialists come directly from the

GTAC provides customers with interactive forms on the

field. Their know-how spans the refining, oil & gas, chemicals, pulp/paper/printing, metals/materials/mining and power generation industries, and ranges from legacy systems to the latest-release hardware and software.

GTAC personnel use advanced tools and technology to help maintain the performance of all plant or mill automation and safety system assets.

Where We're Located

Honeywell GTAC offers "follow the sun" support on a 24/7/365 basis. Our organization operates from 21 locations in 14 countries around the globe. Most of our resources are co-located in regional centers that foster teamwork. For customers, this means primary support is available close to your time zone. If you have a problem that must be addressed in real-time, we can hand-off responsibility around the clock.

GTAC professionals are accessible via telephone, web, email and remote connection to help Honeywell customers resolve issues and obtain guidance on hardware and software configurations and upgrades.

Our Approach

At GTAC, we have a passion to serve and support users of Honeywell technology. We're committed to meeting your needs in the fastest and most efficient manner.

GTAC support is based on the Information Technology Infrastructure Library (ITIL) framework, which is designed to standardize the delivery of technical support services to a business. The goal is to improve efficiency and achieve predictable service levels. Our Global Service Management (GSM) strategy provides Standard Operating Procedures (SOPs) and Work Instructions that guide our global workforce.

Honeywell Process Solutions website (www.honeywellprocess.com/support) enabling them to file online service requests, collect and submit data to assist with support,

and determine target response and resolution times. Furthermore, GTAC maintains a secure customer FTP site, which can be used for file transfers in a private cloud environment.

What We Do

Thanks to Honeywell's ITIL- and GSM-based approach, major industrial companies are assured of the same quality of support – using common methodologies – at plant sites around the world.

GTAC's "follow the sun" support is available on 24/7/365 basis.

The key pillars of GTAC's ITIL-certified services solution include:

Incident Management: Intended to restore service in a timely manner.

Problem Management: Prevents the recurrence of incidents by identifying their root cause and initiating actions to improve and correct any defects.

Request Fulfillment: Intended to deal with any request for information, advice or support that is not considered an incident or problem.

For More Information

Learn more about how Honeywell's GTAC solution can improve asset performance, visit our website www.honeywellprocess.com or contact your Honeywell account manager.

Honeywell Process Solutions

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GTAC staff members are key stakeholders in Honeywell's New Product Introduction (NPI) process. They are also involved in updating customer reference manuals and acting as customer advocates in product defect and quality reviews.

The GTAC team supports the hardware failure analysis process; initiates, reviews and publishes customer notifications; supports system migrations; supports and performs system audits; creates solutions and troubleshooting tools; and conducts customer webinars.

In addition, our staff maintains compatibility matrices for major system releases and provides leadership and Wiki Web content for Community of Practices (COPs). They are at the forefront of providing technical consultation for mega projects, the field action committee and manufacturing alert meetings. They also update and maintain a Knowledge Base accessible by internal users and customers.

Service Benefits

Honeywell's best-in-class GTAC services are available through a Solutions Enhancement Support Program (SESP) contract, with preferred support for Assurance 360 customers.

Customers enrolled in the SESP Value Remote Plus program can realize additional benefits through remote desktop support, which speeds and optimizes troubleshooting.

Leveraging Honeywell's powerful and secure Service Node, GTAC representatives can directly access your system to see exactly what you're seeing. They can act immediately to resolve the issue even faster. Plus, the Service Node includes tools that automatically collect data and perform analytics, which GTAC can then use to resolve issues more quickly.

With the support of GTAC services, users of Honeywell technology have the confidence their automation investments are supported at all times around the world. Our expert service organization stands ready to assist with any technical question, configuration issue, system upgrade, or other requirement that is crucial to your operational performance and business success.

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