

GAS ASSURANCE 360

Service Note

The outcomes-based service solution for effective measurement and metering.

Honeywell's Gas Assurance 360 (A360) is all about results. It's a single contract for all the services you need to meet the key performance indicators that matter most.

A360 covers the entire gas metering and measurement operation:

- Flow meters
- Flow computers
- Supervisory systems
- Temperature and pressure transmitters
- Gas chromatographs

It can also cover related systems:

- SCADA systems and PLCs
- Leak and Gas detection systems
- Fire alarm control panels
- CCTV and digital video monitoring systems.

Under Gas A360, we'll take single point responsibility for providing mutually agreed KPI -based services that will keep assets performing to agreed standards. We assure you cost certainty and improved as well as sustainable equipment performance.



Assurance 360 Gas is our outsourced, outcome-based maintenance solution for gas terminal, distribution and transmission businesses.

FEATURES & BENEFITS

Cost Certainty

- A single payment, regardless of services used.
- A transparent charging structure, with fees determined as per KPI score
- Payment by results – a fee discount if we don't deliver
- Reduced Capex and certainty over Opex

Performance Improvement

- Agreed key performance indicators at the outset of the contract
- Measurable outcomes with results updates using balanced score card
- Analytics to drive consistent metering performance and improved system stability

Predictive Maintenance

- Detect problems sooner to prevent failures and downtime
- Extend equipment life by identifying and addressing poor operation
- Improve measurement confidence

Validation and compliance

- Maintain confidence in measurement accuracy with agreed validations
- Meet regulatory requirements and contractual agreements
- Cover all your ultrasonic meters, pressure and temperature transmitters and gas chromatographs

Enhance Security

- Secure remote monitoring of assets
- Tested and verified software updates and firmware securely applied
- Keep software current and protected against cybersecurity risks

A Bespoke Service

We work with our Assurance 360 customers as a partner to define the KPIs that constitute success. We then implement the package of services and solutions that deliver those outcomes.

Payment is by results: Failure to deliver expected outcomes means a reduction in the service fee.

KPIs can be based on a wide range of criteria, determined with the customer:

- Support and maintenance metrics, including, for example, resolution times and incident reduction
- Reliability, determined through automation assessment or ISO standards
- Availability of system software or spare parts
- Performance criteria, assessed remotely – including measurement device performance, path performance, signal to noise or VOS by gas composition
- Change and optimization, including addressing equipment operating outside healthy parameters
- Cybersecurity adherence, to IEC 62443 / ISA 99 Standards.

The agreed range of KPIs are weighted as part of a balanced score card to determine compensation. Each plan will include agreed minimum standards, as well as maximum and minimum plan payments, according to performance.

An Outsourced Solution.

Under Assurance 360, we take on responsibility for all services required to deliver the required outcomes.

Detailed diagnostics collected through our secure gateway enable us to monitor equipment and the operation. With analytics to drive predictive

maintenance and better metering performance, we deliver measurable outcomes for an improved operation.

With a single contract, we enable gas distribution and transmission businesses to meet their key business challenges:

- Skills shortages and training, with Honeywell's experienced engineers and experts working to achieve your operational goals
- Spares management, with Honeywell responsible for ensuring the correct parts are readily available
- Predictive maintenance, with our analytics preventing runs to failure and unplanned downtime
- Cybersecurity, with upgrade and patch management ensuring software stays current and secure.

A Single Solution

Gas Assurance 360 takes the worry out of managing your gas metering and measurement operation. Having Honeywell as a trusted partner, you can focus on your core business.

Delivering measurable improvements to the operation, we ensure a metering and measurement operation that delivers the results you need to build a more profitable business.

Honeywell Gas Measurement Service Contracts

We provide services and maintenance offerings to suit every business. From telephone support to outcome-based packages, we help business control costs, ensure compliance and maximize performance. Our expert services are delivered with highest standards of customer care.

Providing cost certainty and unmatched quality, we help businesses manage the risks to their equipment and solutions over the whole lifecycle. Flexibility to deliver a level of service to meet each business's specific needs means we can tailor a package to suit you.

Our service contracts help operators ensure accurate, reliable measurements across operations to protect profits; eliminate downtime and control maintenance costs; and avoid incidents that can compromise compliance or safety on site.

Talk to us today about how we help you build a more effective maintenance and service program.

For More Information

To learn more about how Honeywell's service contracts can improve your maintenance visit www.honeywellprocess.com or contact your Honeywell Account Manager.

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SV-20-14-ENG

March 2020

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