

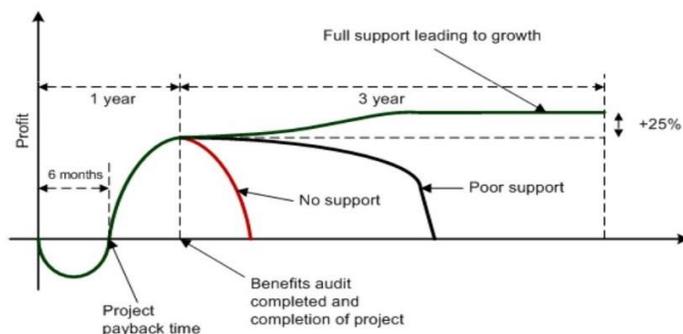
APC SUSTAINABILITY PROGRAM

Maximize long-term benefits with expert support of your advanced process control (APC) investments

Challenge

Advanced control applications are often characterized by high returns and low investment. However, those returns can be short-lived for reasons that include:

- Instrumentation, valve, and other equipment performance degradation
- Equipment, materials, or process changes
- Seasonal variations and changing dynamics
- Changing economics and operational constraints
- Lack of visible performance information
- Personnel turnover
- ...and more



The unfortunate truth is that APC applications rarely make it past 3 years when neglected. Like all equipment and systems in your facility, advanced control applications require long-term maintenance in order to deliver long-term performance. However, lack of on site APC expertise and limited resource availability make this challenging.

Spartan's team of APC specialists can help fill the gap to ensure continued benefit delivery and performance improvement with tiered APC sustainability programs tailored to your site-specific needs.

Solution

The SpartanPRO™ APC sustainability program is designed to maximize long-term benefits of one or more APC applications through an efficient and effective combination of remote and on-site monitoring, reporting, and tuning. With tiered support programs, Spartan can provide an appropriate level of service for the benefits that your site hopes to maintain.

ST-100: On Demand Service

- Access to Spartan APC experts
- Small bank of support hours
- On-demand service
- High-priority access to APC specialists for additional on-site services

ST-200: Sustain Service

- Access to Spartan APC experts
- Bank of support hours (phone, email, VPN, web conferencing)
- Regular remote APC monitoring
- Monthly APC performance inspection and status report
- Annual 2-day on-site services visit and tune-up
- Annual benchmark of application performance and economics
- High-priority access to APC specialists for additional on-site services

APC SUSTAINABILITY PROGRAM

ST-300: Proactive Support Service

- Access to Spartan APC experts
- Bank of support hours (phone, email, VPN, web conferencing)
- Regular remote APC monitoring
- Implementation of a daily KPI reporting system for each APC application
- Monthly APC performance inspection and status report
- Quarterly data analysis and report on APC model quality
- Quarterly detailed benchmarking of application performance and economics
- Quarterly follow-up communications with key site stakeholder to discuss monthly reports and corrective action plans
- Bi-annual 3-day on-site services visit for APC tune-up, regulatory control review, and graphics enhancements
- Annual on-site performance review meeting with key stakeholders
- Additional discount off of Spartan's APC specialist list rate

ST-400: Continuous Improvement Service

- Access to Spartan APC experts
- Bank of support hours (phone, email, VPN, web conferencing)
- Regular remote APC monitoring
- Implementation of a daily KPI reporting system for each APC application
- Monthly APC performance inspection and assessment of critical equipment performance, including status report
- Quarterly follow-up communications with key site stakeholder to discuss monthly reports and corrective action plans
- Quarterly proactive on-site services visit for tune-up, regulatory control review, instrumentation and equipment inspection, operational review consultation, graphics enhancements, and application upgrades
- Regular control strategy enhancements and continuous performance improvements based on recent successes and industry best-practices
- Bi-annual on-site performance review meeting with key stakeholders
- Annual executive-level stewardship meeting
- Annual operator training refresher courses
- Additional discount off of Spartan's APC specialist list rate

For further information, contact your local Spartan office.

British Columbia

Burnaby +1 (604) 422-3700

Fort St. John +1 (250) 785-0285

Prince George +1 (250) 960-9765

Alberta

Calgary +1 (403) 207-0700

Edmonton +1 (780) 468-5463

Fort McMurray +1 (780) 790-0440

Grande Prairie +1 (780) 539-1161

Whitecourt +1 (780) 778-5445

Saskatchewan

Midale +1 (306) 458-2223

Regina +1 (306) 721-6925

Saskatoon +1 (306) 934-348