

## Guardian Support for AMS Suite



An innovative service for achieving peak availability, sustainability and performance of your AMS Suite system.

### Guardian Support Benefits You With:

- *Better decision making*
- *Improved staff productivity*
- *Lowered operations and maintenance costs*
- *Better operating performance*
- *Improved capital efficiency*

### Introduction

The Emerson SureService program is designed to help you improve your competitive advantage and bottom line business results. Guardian Support is the base element for Emerson system service agreements.

Guardian Support is a prognostic service designed to optimize the availability, sustainability and performance of your AMS Suite system.

Guardian aggregates and securely delivers personalized real-time service intelligence tailored to platform architecture and application – at the individual system level, the plant level and the enterprise level.

Guardian Support delivers technical support and lifecycle services for the AMS Suite architecture. Additionally, Guardian aggregates information related to OEM and commercial off-the-shelf technologies, digital field devices and Emerson Alliance partner products associated with AMS Suite. The result is a single point of critical system information to help you effectively manage your AMS Suite system.

## Benefits

**Better decision making** with data from many sources combined, analyzed, and turned into useful information. Eliminate reliance on manual website searches for making critical risk-mitigating decisions. Remove guesswork and surprises when planning system maintenance and migration with a comprehensive system hardware lifecycle monitor, a service expiration monitor, and automated email notifications for lifecycle forecast updates relevant to your system.

Guardian collects data related to your systems, then analyzes and combines it to provide you with useful, relevant information that will improve your ability to make informed, proactive decisions. Automated email messages alert you in real-time to new or revised articles relevant to your system. Changes you make to your system content are automatically checked against previously published articles.

The Guardian website delivers an executive summary of each article applicable to your system complete with identification of related system node names. A dismissal note page is available to allow you to record your mitigation actions or determination of non-applicability. Additionally, a recall feature can specify a future date to reconsider the issue.



**Improved staff productivity** through global collaboration across systems and sites. Guardian Support is a proactive service. It provides automated service notifications that are user-selected and system-specific to provide immediate notification whenever relevant actionable system information becomes available. These service notifications can be communicated via two delivery methods: email with a personally configured subject title, and Really Simple Syndication (RSS) web feed.

Guardian Support provides subscribers with a variety of options for accessing our expert support engineers for unlimited product technical support. Options include a toll free phone number, private email submission, and our Guardian Support website. Your technical support call will receive top priority and our state-of-the-art call tracking system will store your support call history. The result is continuity of support as we are able to reference your call history immediately when you contact us.

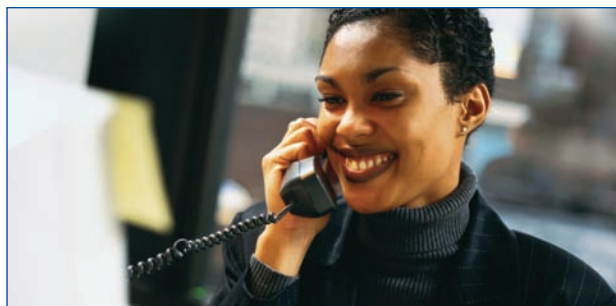
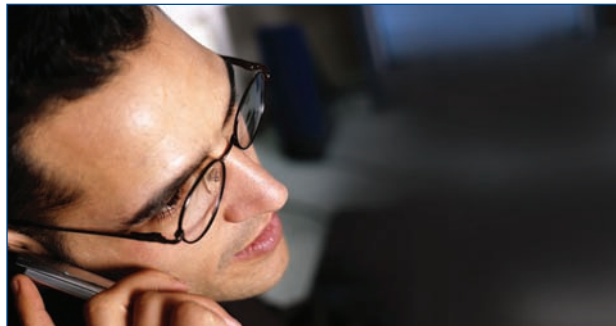
When you enroll in Guardian Support, your system information and service facts become accessible to all your AMS Suite system managers worldwide. Experience and lessons learned at all sites are instantly available for collaborative assessment, skill building, staff backup, and sharing of best practices.



**Lowered operations and maintenance costs** by shifting from reactive/preventive maintenance to a predictive/proactive strategy.

Make your day-to-day system management tasks fast and efficient using the Guardian website and automated email alert notification system. Drill down into your system information using your own system node names and immediately determine warranty status, versions, drivers, hot-fixes, AMS Suite version compatibility, life cycle status and more.

Placing calls for support is fast, simple, and effective because the Emerson service engineers will already have your system's content and version information on hand when you call. An enhanced online call management monitor lets you work effectively with the Emerson service engineer to create and view the status updates that take place between the time the call is opened and closed.



Latent conditions, documented in Knowledge Base Articles (KBAs) are brought to your attention for mitigation or resolution to help you prevent unplanned events.

**Better operating performance** as new features and maintenance fixes enable improvements in plant maintenance processes. Guardian support will provide you with access to fast, direct expert examination and analysis of your AMS Suite system via remote modem connection, avoiding or minimizing unscheduled downtime. Our remote diagnostics service can connect your system to an international staff of factory experts on various topics and products for rapid and effective issue resolution.

**Improve capital efficiency** through increased investment life as new products and technologies become available. Current software releases will improve the features and performance of your system and increase the working life of your initial system investment.

You can stay ahead of the technology curve because Guardian Support ensures the latest release of software is always available for your system. You'll automatically get media and documentation for each general distribution Emerson software release.

Guardian's lifecycle status for your AMS Suite system and its components will help you keep your system viable and functionally robust with new software updates. This is critical to sustaining your system investment as the system evolves.

The lifecycle status information provided by Guardian will also help you plan your capital budget while prioritizing which system components to maintain, upgrade, or migrate. This information will also be useful in planning your spare parts inventory, aiding in the effective and efficient use of capital.

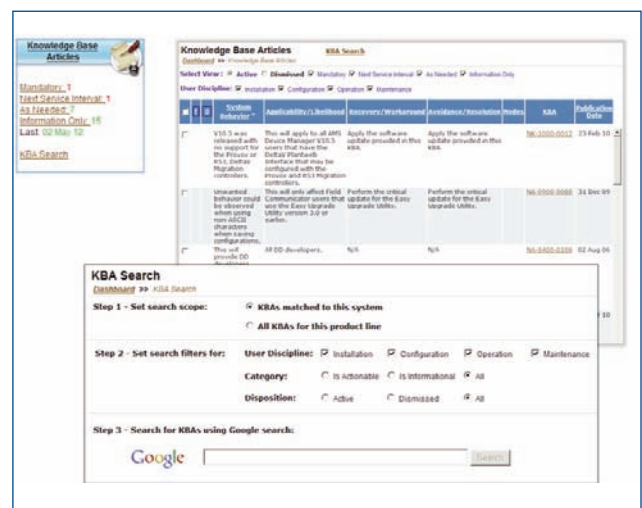
**Guardian Support features:**

1. Expert technical phone support by Emerson professionals to help you get the answers you need, when and where you need them.
2. Remote system diagnosis to speed troubleshooting and problem resolution, helping to reduce downtime and improve performance.
3. Software updates, media and documentation for maintenance (fix) releases, and upgrades containing new features and functionality.

4. Automated installation of all the latest device installation kits, meaning you will always have the files you need installed on your system. Never again will you have to search websites to find the correct device driver (DD) while trying to get a device up and running in a time-sensitive situation!

5. The Guardian dashboard support website with user-configurable content specific to your systems, both real-time and historic. The Guardian website includes service features such as:

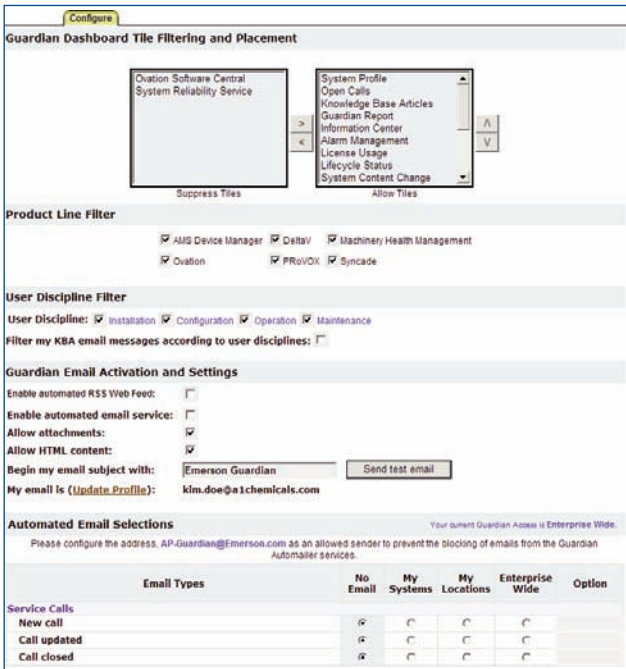
- Knowledge Base Articles (KBAs) that are matched to the system node names and presented in executive summary format: one click for the full article and another click to download any applicable hot-fix.
- KBA management tools to track the status of mitigation actions. New or revised KBAs are continuously re-matched to the most recently captured system content information.



- Technical Support call management that allows you to open new calls, examine call history, and send or receive call status updates.

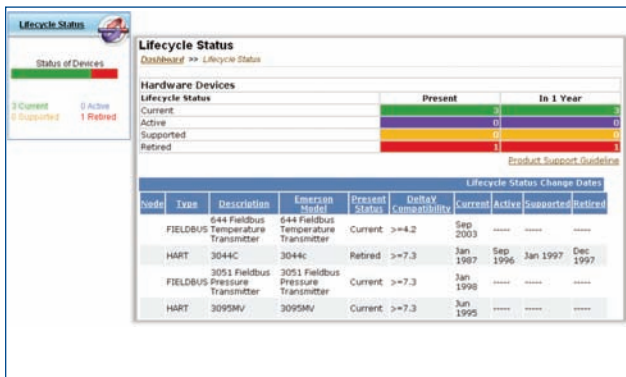
- System Profile information that allows you to view information on FOUNDATION fieldbus, HART, and PROFIBUS devices, and more.

- Automated Service Notifications that are user-selected and system-specific provide immediate notification whenever relevant.



Guardian User Configuration Page: User-selected and system-specific notifications eliminate unwanted messages.

- Guardian Support integrates technical support and lifecycle services for the AMS Device Manager architecture. Additionally, Guardian aggregates information related to OEM and commercial off-the-shelf technologies, digital field devices, and Emerson Alliance partner products associated with AMS Suite. This information includes service bulletins, availability of updates, compatibility information, and lifecycle information.



- Service Expiration includes information relative to Emerson services and when they will expire. The support telephone number is also listed so you will know what number to call for renewals.



### Service Requirements and Ordering Information

- AMS Device Manager version 10.5 or higher
- System information collection requires periodic use of an automation-assisted process using the standard AMS Device Manager system registration utility. This process does not require a direct Internet system connection.
- Guardian Support is available with a choice of service windows for telephone technical support service.

Description	Model Number
Guardian Support Service for AMS Device Manager with standard hours telephone support (7:30 a.m. to 5:30 p.m. caller's local time)	AW7040STXXXXX*
Guardian Support Service for AMS Device Manager with emergency telephone support (24 hours/day, 365 days/year)	AW7040SYXXXXX*
Guardian Support for DeltaV system and AMS Device Manager package, both with standard hours telephone support (7:30 a.m. to 5:30 p.m. caller's local time)	VE9048SXXXXX**
Guardian Support for DeltaV system and AMS Device Manager package, both with emergency telephone support (24 hours/day, 365 days/year)	VE9048EXXXXX**

\*Where XXXXX represents the location's aggregate tag count, up to 30,000 tags

\*\*Where XXXXX represents the location's aggregate DST count, up to 30,000 DSTs

To learn how comprehensive SureService™ solutions address your process management needs, contact your local Emerson sales office or representative today or visit our website at <http://www.SureService.com/>.

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