

# Consulting Service

- Access expert assistance
- Supplement your capabilities
- Gain budget certainty and good value



*Deadlines loom. You know what you want to do, but how exactly? Surely it's been done before, but what is the best way?*

## Introduction

We've all been there. What you need is expert assistance! Emerson can provide a convenient, flexible consultation service to assist you with planning and implementing your Emerson products application configurations, network design, system interfaces and more.

Consulting Service puts you in direct contact with Emerson's Lifecycle Services consulting team, to tap their vast experience supporting thousands of systems in hundreds of applications worldwide.

Participation in Consulting Service is limited to Guardian Support participants. This requirement ensures a comprehensive program of assistance and access to the information libraries, software updates, product technical support and remote system analysis that are so often essential to your success.

## Benefits

**Access expert assistance:** Assistance from experts with knowledge of past proven solutions can be a major time saver and will help reduce the risk of an inefficient or unreliable solution.

**Supplement your capabilities:** Many plants have limited qualified staff to accomplish system changes. With Consulting Service, you can supplement the capability of your existing process, operations or system maintenance staff with Emerson consultants. These expert capabilities can prove vital for successfully and efficiently making occasional system changes that can increase your system availability, end-product quality, production yield, material savings or throughput.

**Gain budget certainty and good value:** Consulting Service is a form of "just-in-time" training, only better because it is specific to your application needs. It can help you avoid the cost of travel while allowing your key staff members remain on site.

## With Consulting Service, you get:

- Advanced Consultation – Advice, direction or recommendations that require consideration of the specific application or configuration. Example topics include:
  - Application of DeltaV™ distributed control system (DCS)™ software
  - System integration and external interfaces
  - Network Assessment – Network Health Analysis, planning and consulting for architectural implementation/changes
  - DeltaV Virtualization
  - Graphic Performance Evaluation
  - System Health analysis / In-depth Data Analysis

- System Interfaces – OPC, Modbus, Profibus DP, DeviceNet, DeltaV Connect, etc...
- I/O buss layout and segment design
- Database management
- System administration
- Expert Consultation on DeltaV Products and Lifecycle Service ProgramsWireless
- Site Support and Troubleshooting

## Support Requirement

Consulting Service is available for Emerson supported products and Emerson End-User customers enrolled in Guardian Support.

## Ordering Information

Description	Model Number
Consulting Service	Contact your local Emerson Service Representative

**PRE-SALE QUALIFICATION:** In situations where a particular task or “micro-project” is under consideration for utilizing Consulting Service, a written summary of the project objectives and expected timing must be received and reviewed by Emerson prior to order acceptance. This is a safeguard for the customer to ensure the necessary skills are available from Emerson within the expected timing and to provide a commentary on the scope of consultation available along with a budgetary estimate of required hours. Emerson reserves the right not to quote a particular project at any time.

Any orders received without this Pre-Sale Qualification will be considered for general-purpose application and configuration consultation. In most situations, Emerson will respond to requests for general-purpose consultation within one business day. Actual consultation assistance on complex or highly specialized topics is subject to scheduling of Emerson resources.

To learn how comprehensive Lifecycle Services solutions address your process management needs, contact your local Emerson sales office or representative, or visit [www.emerson.com](http://www.emerson.com).

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