

# Expert Technical Support for PROVOX® Systems



Expert Technical Support is the SureService™ solution that will meet your basic support needs for your PROVOX® Automation System.

- Better decision making
- Improved staff productivity
- Lower operations and maintenance costs
- Improved capital efficiency

## Introduction

The Emerson SureService program is designed to help you improve your competitive advantage and bottom line business results. Expert Technical Support is the basic support element for Emerson PROVOX® system service agreements.

Expert Technical Support for PROVOX Systems now includes the Guardian Dashboard, providing you with a prognostic service designed to optimize the system uptime and availability as well as the life cycle planning and sustainability of your PROVOX system.

The Guardian Dashboard for PROVOX Systems aggregates and securely delivers personalized real-time service tailored to your platform architecture and application – at the individual System level, the Plant level, and the Enterprise level.

The Guardian Dashboard for PROVOX Systems delivers technical support and life cycle services for the PROVOX architecture. The result is a single point of critical system information to help you effectively manage your PROVOX automation system.

## Benefits

**Better Decision Making.** Our technical support experts are highly trained and experienced to provide quick, dependable maintenance recommendations and answers.

The Guardian Dashboard for PROVOX Systems provides users with data from many sources that is combined, analyzed and turned into useful information. You can eliminate reliance upon manual website searches for making critical risk-mitigating decisions.



The Guardian Dashboard for PROVOX Systems removes the surprises from planning maintenance and migration activities with a comprehensive system hardware lifecycle monitor and a service expiration monitor.

The Guardian Dashboard presents you with an executive summary for each Knowledge Base Article (KBA) applicable to your system complete with identification of related system node names. A KBA dismissal note page allows you to record KBA mitigation actions or determination of non-applicability. Additionally, a recall feature can specify a future date to reconsider the issue.

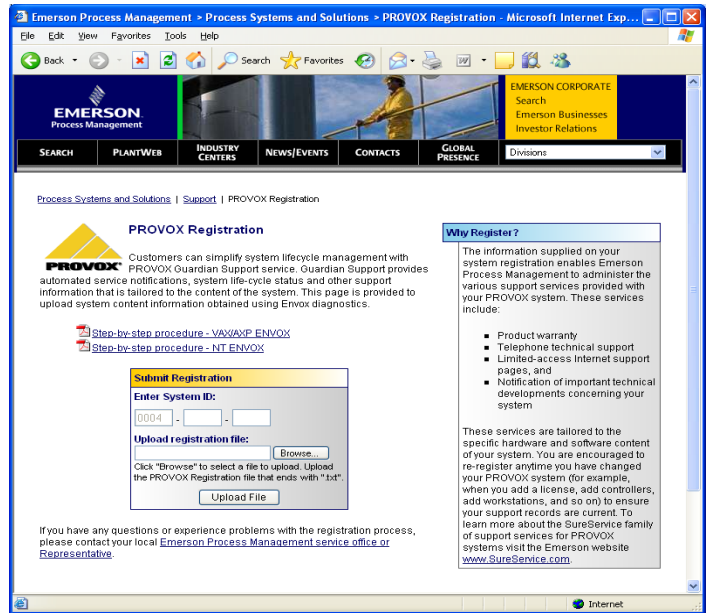
Automated email messages alert you in real-time to new or revised articles relevant to your system. The Guardian Dashboard's lifecycle status information for your PROVOX system and its components will help you make the necessary decisions to keep your system viable. This is critical to sustaining your system investment as components, subassemblies and critically dependent software evolves.

**Improved staff productivity.** With the Guardian Dashboard for PROVOX you have global collaboration across multiple systems and sites.

Expert Technical Support for PROVOX Systems is a proactive service. It provides immediate service notifications that are user-selected and system-specific whenever relevant actionable system information becomes available. These service notifications can be communicated to you via two delivery methods: email with a personally configured subject title, and Really Simple Syndication (RSS) web feed.

Expert Technical Support for PROVOX Systems provides subscribers with options for accessing our expert support specialists for product technical support. Options include a toll-free phone number, private email submission, and our Guardian Dashboard 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 Expert Technical Support for PROVOX Systems, your system information and service facts become accessible to all your PROVOX system managers worldwide. Experiences and lessons learned at all sites are instantly available for collaborative assessment, skill building, staffing backup, and sharing of best practices.



**Upload content to Guardian with your Envox application**

**Lower operations and maintenance costs.** Using the Guardian Dashboard for PROVOX Systems, shift from reactive and preventive maintenance to a predictive and proactive strategy.

Make your day-to-day system management tasks fast and efficient using the Guardian Dashboard and automated email alert notification system. Drill down into your system information using your own system node addresses and immediately determine part numbers, model numbers for spares, versions, lifecycle status, and more.

Placing calls for support is fast and efficient because the Emerson service specialists will already have your system's content and version information on hand when you call. An enhanced on-line call management monitor lets you work effectively with Emerson service to create and view the status updates that take place between the times the call is opened and closed.

**Improved Capital Efficiency.** The lifecycle status information provided by the Guardian Dashboard will 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.

Expert Technical Support customers may also choose alternative PROVOX to DeltaV system transition paths which will enable them to take advantage of the latest technology.

## Expert Technical Support for PROVOX Systems features:

**Product Technical Support** - Technical phone support by Emerson professionals to help you get the answers you need, when and where you need them.

**Guardian Dashboard** – A dashboard-style Internet support website with user-configurable content that is specific to the enrolled system. The Guardian Dashboard 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.
- **Technical Support Call Management** that allows you to open new calls, examine call history, and send or receive call status updates.
- **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.
- **Lifecycle Status** information listed by node name and Emerson model number to help you plan system management and system viability investments.
- **System Profile** information allowing users to “drill down” into information on system devices for firmware version, part number, model, system location and indication of latest available firmware version.
- **Service Expiration** information, alerting you with the number of days remaining on your support agreement and allowing you to plan and budget for support renewals.

**Guardian notifications** - Automated Service Notifications that are user-selected and system-specific provide immediate notification whenever relevant, actionable system information becomes available via two delivery methods: email with a personally configured subject title, and RSS web feed.



*System-specific Knowledge Base Articles: Drill into a KBA and get from issue to resolution in just seconds.*

**Ordering Information**

Description	Model Number
Expert Technical Support for PROVOX Systems (with telephone support during regular hours of operation)	FSPVETS-Sxx*
Expert Technical Support for PROVOX Systems (with 24X7 emergency telephone support)	FSPVETS-Exx*

\*Where xx represents the system size measured by the number of primary controllers.

**Service Notes**

System information collection requires periodic customer use of an automation-assisted process using the standard Envoy configuration application. This process does not require a direct Internet system connection.

Telephone technical support is provided during regular hours of operation. An option to add Emergency 24X7 telephone support is available.

Levels of service beyond Expert Technical Support for PROVOX Systems are built by layering additional SureService products available from Emerson Process Management’s worldwide customer services network

Expert Technical Support for PROVOX Systems does not include software updates. Subscribers of Expert Technical Support for PROVOX Systems may purchase one-time access to software updates with model number FSPVETS-ONE. Please contact your local Emerson service office for pricing.

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

**To locate a sales office near you, visit our website at:**  
[www.EmersonProcess.com/DeltaV](http://www.EmersonProcess.com/DeltaV)

**Or call us at:**

Asia Pacific: 65.777.8211  
 Europe, Middle East: 41.41.768.6111  
 North America, Latin America: +1 800.833.8314 or  
 +1 512.832.3774

**For large power, water, and wastewater applications contact Power and Water Solutions at:**

[www.EmersonProcess-powerwater.com](http://www.EmersonProcess-powerwater.com)

**Or call us at:**

Asia Pacific: 65.777.8211  
 Europe, Middle East, Africa: 48.22.630.2443  
 North America, Latin America: +1 412.963.4000

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