

Expert Technical Support for RS3™ Systems



Feel secure in the knowledge that you'll have support from RS3™ experts when you need it.

- Improved availability
- Increased throughput
- Improved quality
- Reduced operations and maintenance costs

Introduction

As you move toward the future of process control and DeltaV™ systems, support for your RS3™ system remains a top priority. Expert Technical Support is the SureService™ solution that will meet your basic support needs for your RS3 system. Expert Technical Support provides direct access to our product experts for technical telephone support and 24X7 access to online information.

Foundation Support is also available for RS3 systems. In addition to technical telephone support and access to online services, Foundation Support provides software updates as they become available, and participation in periodic promotional discount programs for transition to DeltaV products.

Whether you choose Expert Technical Support or Foundation Support, rest assured in the knowledge that support for your RS3 system is there when you need it, and know that you'll see a better return on your system investment through access to critical services and prolonged system life.

Benefits

Improved availability. Expert Technical Support subscribers receive access to our support specialists for unlimited product technical support. Your call for technical support will receive top priority and our state-of-the-art call tracking system will store your support call history. This will result in a continuity of support as we reference your call history immediately when you contact us. Our ability to quickly resolve your technical issues is enhanced by the call tracking system, which also serves as an information repository containing a wealth of technical information.

As an Expert Technical Support subscriber, you'll also receive monthly support emails, which include links to the latest Knowledgebase Articles on the Foundation Support website. Knowledgebase Articles can alert you to potential issues and help you avoid costly downtime.



Easy access, a state-of-the-art call tracking system, product expertise and early notification of potential issues – all designed to help you improve the availability of your system.

Increased throughput. Expert Technical Support subscribers receive 24X7 access to online information that provides a wealth of product documentation, service information and product updates. You will find quick solutions to your product questions and will have access to our on-line knowledge base that includes helpful hints and customer-specific solutions. This information is available on-demand to help you improve the performance of your system and increase your throughput.

Improved quality. The very organization that designs all Emerson automation systems is the one that picks up the Technical Support phone line. They are the premier resource of information to improve your quality. Expert Technical Support will also positively impact your quality through the tips, techniques and a sharing of best practices that are available 24X7 on the support website.

Reduced operations and maintenance costs. As an Expert Technical Support subscriber, you'll have immediate access to our Technical Support Specialists, who utilize a comprehensive worldwide database of current and past closed calls from which to draw quick and dependable maintenance recommendations and answers. Their expert advice will lower your costs for operations and maintenance.

With Expert Technical Support for RS3, you get:

- Product technical support—priority access via telephone to product experts for:
 - System issue resolution.
 - Explanation or clarification of product features or attributes.

- Location of technical system information.
- Advice, direction or recommendations that can be based on general control system knowledge.
- Online services—access to an information retrieval service containing technical knowledge base articles that often include download files and other specific information needed to quickly resolve or avoid known product issues. In addition, an on-line support request form provides you with an alternative to telephone support to submit non-urgent issues or to furnish written documentation and electronic files to our technical staff.

In serving process manufacturers around the globe, Emerson Process Management is the acknowledged leader for delivering quality support and customer satisfaction after the sale.

Enrollment in Expert Technical Support can help you achieve measurable and meaningful performance in your system's availability and productivity.

Service Notes:

Support for RS3 is offered through one of two optional programs: Expert Technical Support or Foundation Support. These support options provide essential system support to maximize your investment in your RS3 system. Pricing for Expert Technical Support and Foundation Support is based on the node count of the RS3 system.

Levels of service beyond the Expert Technical Support and Foundation Support are built by layering additional SureService products available from Emerson Process Management's world-wide customer services network.

Ordering Information

Description	Model Number
Expert Technical Support for RS3 Systems (Regular Hours of Operation)	SERVICE016, with order notes for system node count & support hours
Expert Technical Support for RS3 Systems (24X7 Emergency Support)	SERVICE016, with order notes for system node count & support hours

To learn how comprehensive SureService™ 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

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

Or call us at:

Asia Pacific: 65.777.8211
Europe, Middle East, Africa: 48.22.630.2443
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