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**What is Guardian?**  
Guardian enables real-time visualization and management of Lifecycle Support requirements.

**Customer Benefits:**

- **Lower operations costs** shift from reactive strategy to predictive & proactive maintenance.
- **Improved capital efficiency** through increased investment life as new products and technologies become available.
- **Better decision making** with data turned into user-personalized and actionable information.
- **Improved staff productivity** through Expert Technical Support and global collaboration.
- **Better operating performance** new features and maintenance fixes enable improvements in plant control operations.

**The key Guardian Support attributes that deliver these benefits:**

- **Expert technical support** by Emerson professionals. Get the answers you need when and where you need them.
- **Remote system diagnosis.** The end result is reduced downtime and better operating performance versus the traditional service dispatch form of problem resolution.
- **Software updates maintenance** (fix) releases and updates containing new features and functions.
- **Guardian dashboard support website with user-configurable content** specific to the customer systems, both real-time and historic. Includes service features such as:
  - **Enterprise Explorer and Favorite Systems.** View some or all systems in your enterprise.
  - **Knowledge Base Articles (KBA's).** Matched to the system node names.
  - **KBA management.** Feature to track the status of mitigation actions.
  - **Technical Support call management.** Open new calls, call history and call status updates.
  - **Operating System security update management.** Approval and installation status for Microsoft Operating System (OS) security update by node.
  - **Lifecycle status.** Lifecycle status by node name and Emerson model number to plan system management and sustainability investments.
  - **My System Profile.** System content details.
  - **License Usage.** What licenses are available, assigned, and unused for each node.
  - **System Content Change.** Share system content changes with others to narrow the focus when troubleshooting.
- **Automated service notifications.** Immediate notification whenever relevant actionable system information becomes available.
- **Automated software update delivery.** Provides system-specific DeltaV hotfixes, Microsoft OS Updates and Symantec Antivirus updates.
- **System Analysis Reports.** Prepared by Emerson experts and including day-to-day service activity for the covered service period boiled down to actionable informative charts, graphs and recommendations.



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