

# Foundation Support for Syncade™ Smart Operations Management Suite



*Foundation Support for Syncade is the base element of support designed to maximize the availability, sustainability and performance of Emerson's Syncade Software*

- Expert support when you need it
- Maximize manufacturing availability
- Minimize maintenance costs
- Achieve and maintain peak performance

## Introduction

The Emerson SureService™ program is designed to help you improve your competitive advantage and bottom line business results. To support Emerson's Syncade software, SureService provides a Foundation Support Service offering that forms the base element of technical assistance for this software product.

Foundation Support for Syncade is a comprehensive collection of four essential services designed to maximize the availability, sustainability and performance of

Emerson's Syncade Software and provides the following services:

- Expert Technical Product Phone Support
- Remote System Diagnostics
- Online Service Information
- Software Updates

## Benefits

**Expert support when you need it.** Foundation Support subscribers have a variety of ways to access our expert support engineers for unlimited software technical assistance, including a toll-free phone number, email address and customer support website. Your call for technical assistance will receive top priority and our state-of-the-art call tracking system will allow our support specialists to use your software installation information and call history to quickly resolve your technical issues.



**Maximize manufacturing availability.** Foundation Support will provide you with access to fast, direct expert examination and analysis of your Emerson Syncade software via remote connection. Our remote diagnostics service can connect your software application to our staff of factory experts on various topics and products for rapid and effective issue resolution.

**Minimize maintenance costs.** Foundation Support will provide you with 24X7 access to technical support and a broad support website for service information and product updates. You will find solutions to your product questions and have access to our on-line knowledge base that includes helpful hints, "how-tos" and customer-specific solutions all included at no additional cost to you.

**Achieve and maintain peak performance.** Current software releases will improve the features and performance of your Compliance Suite application and increase the working life of your initial investment. You will have access to minor "hot fix" updates as well as formal module upgrades for which you are licensed. Software updates are provided via download from our support website and applying these updates to your your Syncade software will ensure that your application remains viable and functionally robust with updated technology.

### With Foundation Support, you get:

#### Expert Technical Product Phone Support:

- Emerson will provide product technical phone support for Emerson Process Management products and related Emerson supported products through its Global Service Center (GSC).
- Expert Technical Phone Product Support includes assistance for questions or concerns regarding how the product works and what it will do, product issue resolution, locating technical information and advice that can be based on non-application-specific product and system knowledge.
- Expert Technical Phone Support is provided Monday through Friday from 8:00 AM to 5:00 PM EST. Emergency after-hours Expert Technical Phone Support is available 7 days per week, 24 hours per day, as a service level option and at additional cost.

**Remote System Diagnostics** - At the customer's request, Emerson's Technical Specialists can remotely log on to the customer's system to perform online troubleshooting. By remotely logging on to a system, the Emerson Technical Specialist is able to solve issues more quickly and efficiently than through telephone support alone.

**Online Service Information** - Access to a broad information retrieval service containing technical knowledge base articles that often include download files and other specific information needed to resolve or avoid known product issues. In addition, an on-line support request form will be available to provide you with an alternative to telephone support to submit non-urgent issues or to furnish written documentation and electronic files to our technical staff.

**Software Updates** - Downloads and documentation will be provided for all new general distribution releases of Emerson Syncade software, including the updated software, electronic copies of associated release notes, instructions for loading the upgrade, and any cautions regarding implementation. Emerson's technical support team will address any technical questions that may be encountered regarding the new features and functions contained in the software release. Software installation evaluation and implementation services are available at additional cost.

### Service Availability

This service is available to Emerson end user customers with licensed and registered systems running Emerson Syncade software. Support is available for the current and previous major version of the application modules. Premium support for versions prior to the current and previous major Syncade Software version is available for an additional cost.

Foundation Support for Syncade can be purchased with standard working hours Monday through Friday from 8:00 AM to 5:00 PM EST.

Pricing is based on the licenses and number of clients purchased for the application and whether the application is used in a production or testing environment.

Emergency after-hours Expert Technical Phone Support is available 7 days per week, 24 hours per day, as a service level option and at additional cost.

**Ordering Information**

Description	Model Number
* Pricing of Foundation Support for Syncade depends on which Syncade applications are installed. Contact your local Emerson sales office for a quotation.	

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](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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