

DeltaV Guardian Support



An innovative service for achieving peak availability, sustainability and performance of your DeltaV Digital Automation System.

Guardian Support Benefits You With:

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

Introduction

The Emerson SureService program is designed to help our customers improve their competitive advantage and bottom line business results. Guardian Support is the base element for Emerson system service agreements.

Guardian Support is a prognostic service designed to optimize the availability, sustainability and performance of your DeltaV system.

Guardian aggregates and securely delivers personalized real-time service intelligence tailored to platform architecture and application – at the individual System level, the Plant level and the Enterprise level.

Guardian Support delivers technical support and life cycle services for the DeltaV Architecture. Additionally, Guardian aggregates information related to OEM and Commercial off-the-shelf technologies, Digital Field Devices and Emerson Alliance partner products associated with DeltaV. The result is a single point of critical system information to help you effectively manage your DeltaV Digital Automation System.



Benefits

Better Decision Making with data from many sources combined, analyzed and turned into useful information. Eliminate reliance upon old-fashioned sporadic manual website searches for making critical risk-mitigating decisions. Remove guesswork and surprises when planning system maintenance and migration with a comprehensive system hardware lifecycle monitor, a service expiration monitor, and automated email notifications for lifecycle forecast updates relevant to your system.

Guardian collects data related to your system, then analyzes and combines it to provide you with useful, relevant information that will improve your ability to make informed, proactive decisions about your process automation system. Automated email messages alert you in real-time to new or revised articles relevant to your system. Changes you make to your system content are automatically checked against previously published articles.

The Guardian website will present you with an executive summary for each article applicable to your system complete with identification of related system node names. A dismissal note page is available that allows you to record your mitigation actions or determination of non-applicability. Additionally, a recall feature can specify a future date to reconsider the issue.

Improved staff productivity through global collaboration across systems and sites. Guardian Support is a proactive service. It provides automated service notifications that are user-selected and system-specific to provide immediate notification 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.

Guardian Support provides subscribers with a variety of options for accessing our expert support engineers for unlimited product technical support. Options include a toll-free phone number, private email submission, and our Guardian Support 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 Guardian Support, your system information and service facts becomes accessible to all your DeltaV 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.

The screenshot shows a web interface titled "Knowledge Base Articles". It features a search bar and several filters: "Check items to view" (Actionable, Informational, Dismissed), "System Behavior", "Applicability / Likelihood", "Avoidance / Workarounds", "Recovery / Resolution", "Index", "KBA", and "Publication Date". A search result is displayed for a Dell Precision WS 360 Onboard Sound Device. Below the search results, there is a detailed article titled "Dell Precision WS 360 Onboard Sound Device Must Be Enabled When Upgrading from an NF-Based to a...". The article content includes a table with columns: Node, Type, Model, Serial Number, and Software Version. The table lists a node named "T150WSD1" of type "Comp".

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

The screenshot shows a "System Analysis Report" from SureService. It includes customer information (A1 Chemicals, Inc., Austin, TX), report dates (June 15, 2010), and contact details for Emerson Process Management. A section titled "Overall System Analysis Ratings:" contains a table with columns for Rating (Positive, Neutral, Concerning) and rows for Availability and Sustainability. The Availability row shows a green 'X' under Positive, a yellow square under Neutral, and a red square under Concerning. The Sustainability row shows a green 'X' under Positive, a yellow square under Neutral, and a red square under Concerning. Below the table is a "Table of Contents" listing sections from "About This Report" to "Local Site Activity" with corresponding page numbers. The Emerson logo and a confidentiality notice are at the bottom.

Lower operations and maintenance costs by shifting from reactive/preventive maintenance to a predictive/proactive strategy.

Make your day-to-day system management tasks fast and efficient using the Guardian website and automated email alert notification system. Drill down into your system information using your own system node names and immediately determine serial numbers, warranty status, model numbers for spares, versions, drivers, hot-fixes, DeltaV version compatibility, lifecycle status, and more.

Placing calls for support is fast, simple, and effective because the Emerson service engineers 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 the Emerson service engineer to create and view the status updates that take place between the time the call is opened and closed.

Some situations can be avoided before they can rise to the level of a significant event, thus preventing unplanned shutdowns which are costly and unproductive. Latent conditions, documented in Knowledge Base Articles or unnoticed adverse performance patterns identified in System Analysis Reports, are brought to your attention for mitigation or resolution to help you avoid such events.

Better operating performance as new features and maintenance fixes enable improvements in plant control operations. Guardian Support will provide you with access to fast, direct expert examination and analysis of your DeltaV system via remote modem connection, avoiding or minimizing unscheduled downtime. Our remote diagnostics service can connect your system to an international staff of factory experts on various topics and products for rapid and effective issue resolution.

You will receive System Analysis Reports prepared by Emerson specialists, based on system content, trends, events, and call history to help you operate and maintain your system with the highest availability and sustainability.

Improved capital efficiency through increased investment life as new products and technologies become available. Current software releases will improve the features and performance of your system and increase the working life of your initial system investment.

You can stay ahead of the technology curve because Guardian Support ensures the latest release of software is always available for your system. You'll automatically get media and documentation for each general distribution Emerson software release, including everything from service packs to major new releases.

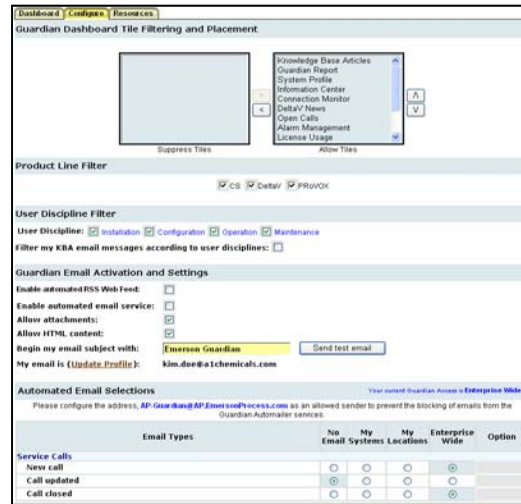
Guardian's lifecycle status information for your DeltaV system and its components will help you keep your system viable and functionally robust with new successor replacement technology and software updates. This is critical to sustaining your system investment as components, subassemblies and critically dependent software evolve.

The lifecycle status information provided by Guardian will also 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.

Guardian Support features:

1. Expert technical phone support by Emerson professionals to help you get the answers you need, when and where you need them.
2. Remote system diagnosis to speed troubleshooting and problem resolution, helping to reduce downtime and improve operating performance.
3. Software updates, media and documentation for maintenance (fix) releases, and for upgrades containing new features and functions.
4. The Guardian dashboard support website with user-configurable content specific to your systems, both real-time and historic. The Guardian 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.
 - Operating System security update management that allows you to receive automated notifications whenever DeltaV system compatibility evaluations are completed for a Microsoft Operating System (OS) security update. Includes all relevant evaluation details and a link to download approved OS security 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 sustainability investments.
 - System Profile information that allows users to "drill down" into information on workstations, controllers, I/O cards, Foundation Fieldbus, Hart, Profibus, ASI, and DeviceNet buss devices, firmware versions, replacement or substitute product models, warranty status, and more.

- A License Usage screen that shows what licenses are available, assigned, and unused for each system node. This feature is also useful for demonstrating conformance of license utilization to license purchase.
 - A System Content Change screen that allows you to share information on past system content changes with others to narrow the focus when troubleshooting. This can provide objective evidence of system hardware and software modifications required for validation and change control systems.
 - An optional System Reliability Service tile that provides the ability to view and track system health check activities for all systems in the Enterprise enrolled in a Preventive Maintenance agreement.
 - An automated Guardian Software Update Delivery (GSUD) applet that allows the user to download system-specific DeltaV hot fixes, Microsoft OS Updates and Symantec Antivirus updates on demand or at scheduled intervals. This applet is necessary for the successful implementation of the optional Patch Management service – available for a fee through Advanced Services – that allows for deployment of the said updates to the nodes across the DeltaV network.
5. 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.
 6. System Analysis Reports prepared by Emerson experts include day-to-day service activity for the covered service period. The reported information is reduced to actionable, informative charts, graphs and recommendations. The report utilizes red/yellow/green status indicators to visually signal and prioritize service management considerations.
 7. Guardian Support integrates technical support and life cycle services for the DeltaV Architecture. Additionally, Guardian aggregates information related to OEM and Commercial off-the-shelf technologies, Digital Field Devices and Emerson Alliance partner products associated with DeltaV. This information includes Service Bulletins, Availability of Updates, Compatibility Information, and Lifecycle Information.



Guardian User Configuration Page: User-selected and system-specific notifications eliminate unwanted in-actionable messages (spam).



Service Requirements and Ordering Information

- DeltaV version 7.4 or higher required.
- System information collection requires periodic customer use of an automation-assisted process using the standard DeltaV system registration utility. This process does not require a direct Internet system connection.
- Guardian Support is available with a choice of service windows for telephone technical support service. Our Global Service Center provides English, Spanish and Mandarin languages support during normal working hours.
- Additional Local Help Desk and Scheduled & Remedial On-site services are available through one of Emerson's local Field Service Offices or Local Business Partners on a per quote basis.
- Model Numbers are also available to order combined support for DeltaV systems and AMS Device Manager packages that are located at the same physical site. This combined model number provides Guardian Support for the DeltaV systems and Foundation Support for the AMS Device Manager packages.

Description	Model Number
Guardian Support Service with standard hours telephone support (7:30 a.m. to 5:30 p.m. caller's local time)	VE9041Sxxxx*
Guardian Support Service with emergency telephone support (24 hours/day, 365 days/year)	VE9041Exxxx*
Guardian Support for both DeltaV system and AMS Device Manager package, both with standard hours telephone support (7:30 a.m. to 5:30 p.m. caller's local time).	VE9048Sxxxx*
Guardian Support for both DeltaV system and AMS Device Manager package, both with emergency telephone support (24 hours/day, 365 days/year)	VE9048Exxxx*

*Where xxxx represents the location's aggregate DST count, up to 30,000 DSTs. Contact factory for single site location aggregation exceeding 30,000 DSTs.

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
 North America, Latin America: +1 412.963.4000

© Emerson Process Management 2012. All rights reserved. For Emerson Process Management trademarks and service marks, go to: <http://www.emersonprocess.com/home/news/resources/marks.pdf>.

The contents of this publication are presented for informational purposes only, and while every effort has been made to ensure their accuracy, they are not to be construed as warranties or guarantees, express or implied, regarding the products or services described herein or their use or applicability. All sales are governed by our terms and conditions, which are available on request. We reserve the right to modify or improve the design or specification of such products at any time without notice.

