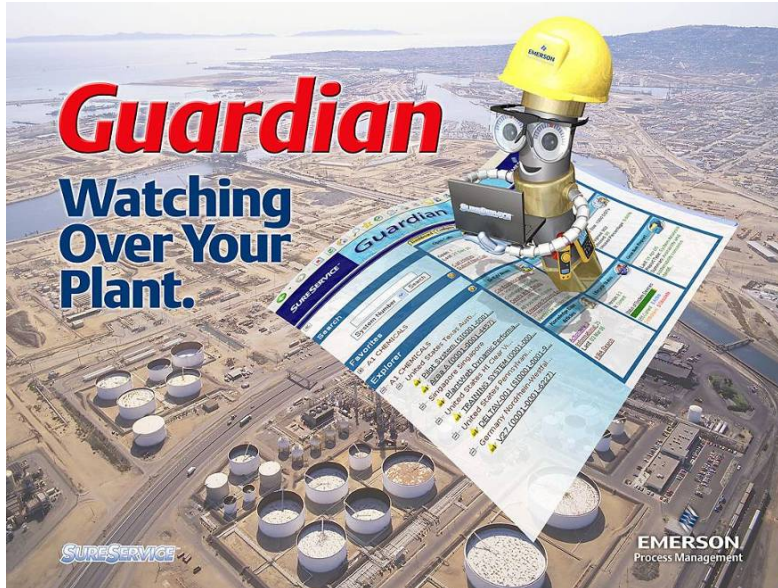


## DeltaV Guardian Support



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 for 'Knowledge Base Articles'. It includes a search bar, filters for 'Actionable', 'Informational', and 'Dismissed' items, and a table of results. One result is highlighted, showing a title: 'Dell Precision WS 360 Onboard Sound Device Must Be Enabled When Upgrading from an NT-Based to a Linux-Based System'. Below the table, there is a detailed view of the article content, including a title, author, and a list of steps for resolution.

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

The screenshot shows a 'Systems Analysis Report' from Emerson Process Management. It includes customer information (A1 Chemicals, Austin, Texas), report dates (May 10, 2008), and contact details for John Smith. A table titled 'Overall System Analysis Ratings' shows ratings for Availability and Sustainability across four categories: Excellent, Neutral, and Concerning. The report also includes a 'Table of Contents' and a footer with confidentiality notice and page number (Page 1 of 22).

Rating:	Excellent No system management concerns identified	Neutral Systems management concerns identified but minor or mitigated	Concerning Subject for System Management priority consideration and preventive maintenance
<b>Availability</b> Short-term risk to provide uninterrupted operational uptime.	Green	Yellow	Red X
<b>Sustainability</b> Risk to preservation of system investment, spare availability and serviceability.	Green	Yellow	Red X

**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.
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.

The screenshot displays the 'Guardian User Configuration Page' with several sections:

- Guardian Dashboard Tile Filtering and Placement:** A list of tiles to be filtered, including Knowledge Base Articles, Guardian Report, System Profile, Information Center, Connection Monitor, DeltaV News, Open Calls, Alarm Management, and License Usage.
- Product Line Filter:** Checkboxes for CS, DeltaV, and PRuVOK.
- User Discipline Filter:** Checkboxes for Installation, Configuration, Operation, and Maintenance.
- Guardian Email Activation and Settings:**
  - Enable automated RSS Web Feed:
  - Enable automated email service:
  - Allow attachments:
  - Allow HTML content:
  - Begin my email subject with: Emerson Guardian (with a Send test email button)
  - My email is (Update Profile): kim.doe@1chemicals.com
- Automated Email Selections:** A table for configuring email types.
 

Email Types	No	My	My	Enterprise	Option
Service Calls					
New call	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call updated	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call closed	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**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.

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*

\*Where xxxx represents the location's aggregate DST count, up to 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.EasyDeltaV.com/reach](http://www.EasyDeltaV.com/reach)

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

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

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