

# Guardian Support for AMS Suite



*An innovative service for achieving peak availability, sustainability and performance of your AMS Suite system.*

## Guardian Support Benefits You with:

- Better decision making
- Improved staff productivity
- Lowered 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 AMS Suite 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 AMS Suite Architecture. Additionally, Guardian aggregates information related to OEM and Commercial off-the-shelf technologies, Digital Field Devices and Emerson Alliance partner products associated with AMS Suite. The result is a single point of critical system information to help you effectively manage your AMS Suite System.

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 of 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.

More information on Guardian can be found on the SureService website <http://www.SureService.com>

## 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 systems, 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

**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 Guardian Support, your system information and service facts become accessible to all your AMS Suite System managers worldwide. Experiences and lessons learned at all sites are instantly available for collaborative assessment, skill building, staff backup, and sharing of best practices.

Lowered 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, AMS Suite Version's compatibility, life cycle 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 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 KBA (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 AMS Suite 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 Report 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 releases.



Guardian's lifecycle status for your AMS Suite 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 evolves.

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:**

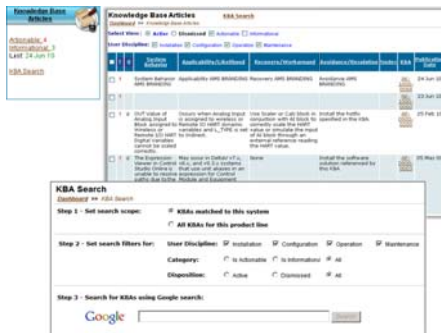
- Expert technical phone support by Emerson professionals to help you get the answers you need, when and where you need them.



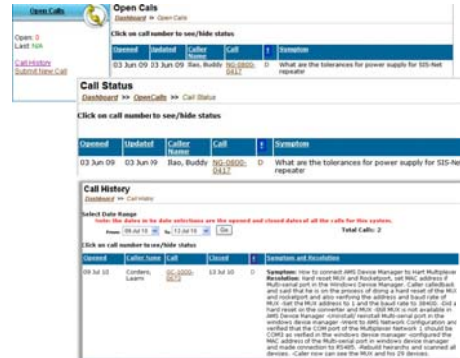
- Remote system diagnosis to speed troubleshooting and problem resolution, helping to reduce downtime and improve operating performance.
- Software updates, media and documentation for maintenance (fix) releases, and upgrades containing new features and functionality.
- The Guardian dashboard support 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.

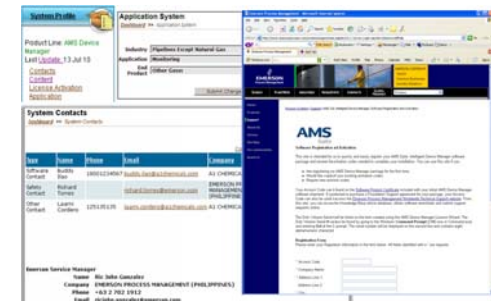
KBA management tools to track the status of mitigation actions. New or revised KBAs are continuously re-matched to the most recently captured system content information.



- Technical Support call management that allows you to open new calls, examine call history, and send or receive call status updates.

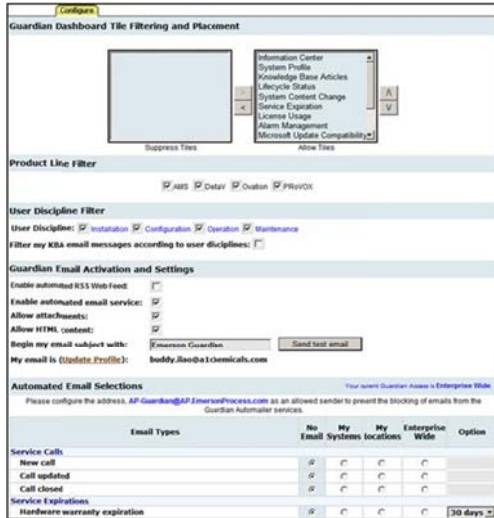


- Operating System security update management that allows you to receive automated notifications whenever AMS Device Manager system compatibility evaluations are completed for a Microsoft Operating System (OS) security update. Includes all relevant evaluation details and a link to download approved OS security updates.
- System Profile information that allows you to view information on workstations, FOUNDATION fieldbus, HART, and PROFIBUS DP devices, firmware versions, support status, and more.

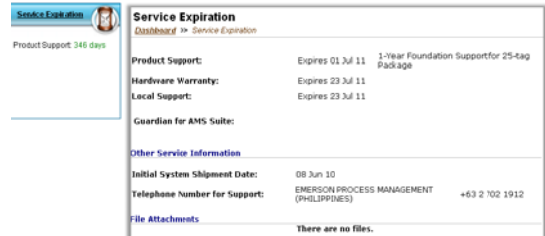


- Automated Service Notifications that are user-selected and system-specific provide immediate notification whenever relevant, actionable system information becomes available via two delivery methods: email with a personally configured subject title and RSS web feed.

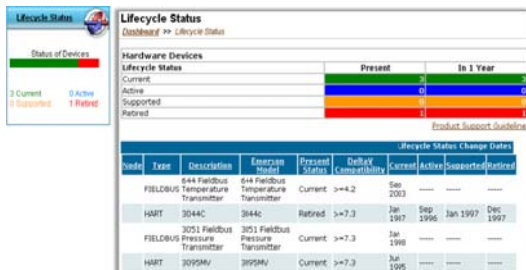
- Service Expiration includes information relative to Emerson services and when they are coming up for a renewal. The user can check if it is time to ask for a quote on service renewal. The support telephone number is also listed so the customer will know what number to call for future renewals.



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



- Guardian Support integrates technical support and life cycle services for the AMS Device Manager architecture. Additionally, Guardian aggregates information related to OEM and commercial off-the-shelf technologies, digital field devices, and Emerson Alliance partner products associated with AMS Suite. This information includes service bulletins, availability of updates, compatibility information, and life cycle information.



**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 AMS Device Manager 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.
- 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 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)	AW7040STXXXXX*
Guardian Support Service with emergency telephone support (24 hours/day, 365 days/year)	AW7040SYXXXXX*
Guardian Support for DeltaV system and Foundation Support for AMS Device Manager package, both with standard hours telephone support (7:30 a.m. to 5:30 p.m. caller's local time).	VE9048SXXXXX*
Guardian Support for DeltaV system and Foundation Support for AMS Device Manager package, both with emergency telephone support (24 hours/day, 365 days/year)	VE9048EXXXXX*

*\*Where XXXXX represents the location's aggregate tag count, up to 30,000 tags*

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:

<http://www2.emersonprocess.com/en-us/divisions/pss/Contact/Pages/index.aspx>

Or call us at:

**US/Canada: +1 800 833 8314 or +1 888 367 3774**

**Latin America: +1 512 832 3774**

**EU/MEA: +63 2 636 9740**

**Email: [ap-sms@emerson.com](mailto:ap-sms@emerson.com)**

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