

# Premier Service



*Premier Service integrates Emerson's resources to help you achieve the process automation system life cycle availability, performance and return on investment.*

- System up time and performance that meets your business needs
- Enables organizational productivity and development
- Investment protection

## Introduction

Teamwork is the means by which today's companies achieve their goals. By aligning your in-house system support team with Emerson Process Management's service professionals, you will create a partnership whose goal is to ensure that your control system provides continuous top-notch performance and delivers better return on investment.

Participation in Premier Service is limited in order to ensure that this premier service offering delivers on the promise of a special relationship between your system support team and the highest-level Emerson system support talent and resources.

The Premier Service (Premier) provides a single point of access to Emerson's technology resources that can complement the customer and Emerson's local service organization. These combined resources have the common mission of achieving the Automation System life cycle Availability, Technology Application, and Sustainability objectives. The essence is having a virtual customer team membership within the Emerson Technology Organization.

Furthermore, under the Premier Service, Emerson Process Management can provide a training plan designed specifically for your select staff. The customized training program will be delivered by Emerson internal resources not generally available to most system users.

## Benefits

**System up time and performance that meets your business needs** – This is achieved through access and collaboration of resources dedicated to your service and that have domain expertise and experience to resolve virtually any issue that could arise with your automation system.



## **Enables organizational productivity and development**

– This is achieved through faster access to information, better decision making and individual development that comes from access to the skills and experience of the Emerson Premier team in supporting thousands of systems worldwide.

## **Investment protection of your capital and intellectual investment**

– This is achieved through systematic system management actions that ensure the system integrity and serviceability. Software updates will keep the system viable, functionally robust and current with evolving technology and standards. In addition, annual assessments will provide you with a clear roadmap for planning and budgeting incremental system investments. Careful system planning is critical in your ability to adapt to changing business needs and the evolving automation and information technologies.

## **With Premier Service, you get:**

### **Two designated Emerson Advance Services Customer's advocates that will:**

- Be familiar with and understand the installation, application, operating practices and the site designated technical team. The Lead Engineers will utilize this and their domain knowledge to help resolve complex system issues. This approach will provide continuity of support and a climate of teamwork and open communications.
- Complement the customer and Emerson's local resources with managing system life cycle and apply system and application knowledge to prevent system issues.
- Serve as a focal point for collaboration and best practices exchange within customer team members/sites.

**Professional and expert advice** that is determined, or known, to fall outside of normal Product Support:

- The Advance Services team will provide product technical consultation above and beyond that provided by FS/Guardian Support and that is considered normal and customary. (consultation that can be accomplished within one (1) or two (2) hours of research and that do not involve data base transfers, testing and formal documentation. Consultation work beyond these established parameters may require Application Enrichment billable hours.

**An annual site visit** by Emerson to meet with appropriate system administration personnel and become/stay familiar with the site architecture, review training requirements, and address any previously defined items. Additional site visits may be available under the Scheduled On-site System Support option.

- Builds team relationship and allows the Premier Service team to be knowledgeable of the site architecture, system requirements and work practices.
- Allow the team to stay connected and work more effectively as the team's work and relationship progresses.
- Perform defined and agreed upon tasks per customer and Emerson agreement.

**Overall System Content management** (Knowledge Base Articles) of Emerson's standard price book products sold with DeltaV to determine the relevancy and applicability of support materials to the customer's specific PAS. System content management also involves technical consulting regarding appropriate course of action, risk assessment and implementation.

### **System Reliability Oversight and intervention including:**

- Emerson's Global Service Center (GSC) maintains a priority call oversight process specifically for Premier Service customers.
- This process assigns additional GSC resources to realize higher call visibility and achieve faster issue resolution for calls received from Premier Service customers.
- The two designated Premier Service Lead Engineers will compliment the local resources and those of the Emerson Global Service Center to further ensure responsiveness and compliance to the Premier Service customer call resolution requirements through daily open calls awareness and appropriate intervention.

The two designated Premier Service Lead Engineers will provide Root Cause Analysis investigations oversight for standard DeltaV Emerson price book hardware products for events determined to have or potential to materially disrupt system availability.

**System Maintenance Management Consulting and Oversight** - to ensure system uptime, help detect and prevent potential system issues and to identify opportunities to increase system availability and performance.

**Continuous Improvement** through technical leadership and cross collaboration to analyze system issues and define proactive actions to prevent system issues and identification Best Practices and that can help maximize utilization of system capabilities and help the customer improve efficiency.

**System Updates and Upgrade Technology Consulting** (professional and expert advice) to preserve the current system integrity so that it can be routinely maintained and serviced and to keeping the system current to gain the benefits of technology and functionality improvements. Consultation will be related to development of the customer's DeltaV system life plan, and opportunities to increase performance and avoid abnormal situations.

**Proactive Guardian system management information** assessment and consulting support as it relates to service calls trend analysis, system updates implementation and system life cycle planning.

**Premier Service Operations includes:**

- Premier Service kick-off planning activities and work session to ensure clear objectives and roles and responsibilities.
- Facilitate team teleconferences to:
  - Review recent Knowledgebase Articles issued by Emerson that might apply to the systems based on Covered System content
  - Review Guardian system updates and any required actions
  - Review (Optional) Application Enrichment projects, site visits, advanced training schedules and syllabus

- Discuss or provide insight on future DeltaV release timing, features or functionality,
  - Review open calls status and required actions
  - Review close calls for Lesson's Learned, as appropriate
  - Discuss new DeltaV topics or issues of importance to the customer
  - Provide consultation on DeltaV functionality questions
  - Maintenance of action items list and issue resolution status.
- Issue Periodic Premier Service activity reports.

**Optional Services:**

- **Customized Training** - The Premier Service provides access to a customized training program to maintain skill commensurate with those of Emerson's technical support and qualify them to confidently accomplish most system management and maintenance tasks. Customized training is delivered by Emerson's technology personnel not normally available to most users.
- **Application Enrichment.** Application Enrichment extends beyond the basic product technical and customary support and can be made available through a bank of service hours that can be use for:
  - Advanced Consultation: Advice, direction or recommendations that require consideration of the specific application or configuration
  - Custom tangible deliverables: Such as a VB script, FHX module, display dynamo or special analysis and reports.

**Take the Next Step.** Does Premier Service fit your system support strategy? Do you have one or more star employees with the capability and background to effectively partner with the Emerson technical support professionals? Can they dedicate time to an intensive training and skills verification program, and to subsequent annual update programs? If so, then contact Emerson Process Management to arrange a meeting to discuss establishing a Premier Service Program for your operation.

Feature Comparison Summary			
	<i>VE9041S Guardian Support</i>	<i>VE9120 Premier Service</i>	<i>VE9110 Application Enrichment</i>
Product technical phone support	✓		
Access to Guardian website (user configurable content specific to enrolled systems)	✓		
User-configurable automated email notification system	✓		
Semi-annual system analysis reports outlining specific recommendations	✓		
Remote Diagnostics via WebEx connection (modem if necessary)	✓		
Software updates (including enhancements)	✓		
Global Service Center Premier Customer calls oversight		✓	
Assigned Technology Specialist to: <ul style="list-style-type: none"> <li>▪ Provide Single Point of Contact for system issue resolution and coordinate related communications</li> <li>▪ Work with your staff to identify and act on opportunities for improved system performance and availability</li> <li>▪ Provide System Management coordination through systematic communications and collaboration.</li> </ul>		✓	
<ul style="list-style-type: none"> <li>▪ Provide DeltaV product technology consulting including system updates, upgrades and life cycle planning</li> </ul>		✓	
<ul style="list-style-type: none"> <li>▪ Proactive assessment and consultation of Guardian system management information</li> </ul>		✓	
<ul style="list-style-type: none"> <li>▪ System Maintenance Management program development, oversight and consulting.</li> </ul>		✓	
<ul style="list-style-type: none"> <li>▪ Application Enrichment including advance consultation that requires consideration of customer specific application or configuration.</li> </ul>			✓

Ordering Information

Description	Model Number
Premier Service	VE9120

**PRE-SALE QUALIFICATION:** This service is available to Emerson end user customers only. A service request must be received, reviewed and a written proposal issued by Emerson Process Management – Process Systems and Solutions Service Marketing prior to order acceptance. This is a safeguard to ensure the customer requirements are clearly understood and that the necessary Emerson Process Management resources are available to deliver the agreed upon scope of work. Emerson Process Management reserves the right not to quote a particular project at any time.

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  
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For large power, water, and wastewater applications  
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