

# Site Performance Services

## *Collaborative Approach: Plant Performance Strategy*



*Site Performance Services – a collaborative approach to improve plant performance.*

- Maximize availability
- Improve quality and throughput
- Reduce operations and maintenance costs
- Improve safety, health, and environment
- Reduce utilities, waste, and rework

### Introduction

Emerson's Site Performance Services provide Emerson domain expertise to unlock the value of automation technology over the entire lifecycle to maximize plant uptime and optimize plant performance. To accomplish this, SureService™ specialists assess existing plant capabilities and needs to determine if technologies are fully understood, implemented, adopted, and utilized. Assessment recommendations show areas to improve performance and realize value.

Emerson SureService specialists implement solution recommendations to address any strategic gaps in hardware, software, work practices, procedures, training, and certification requirements for plant personnel. Also, SureService specialists will establish benchmarks and institute performance metrics.



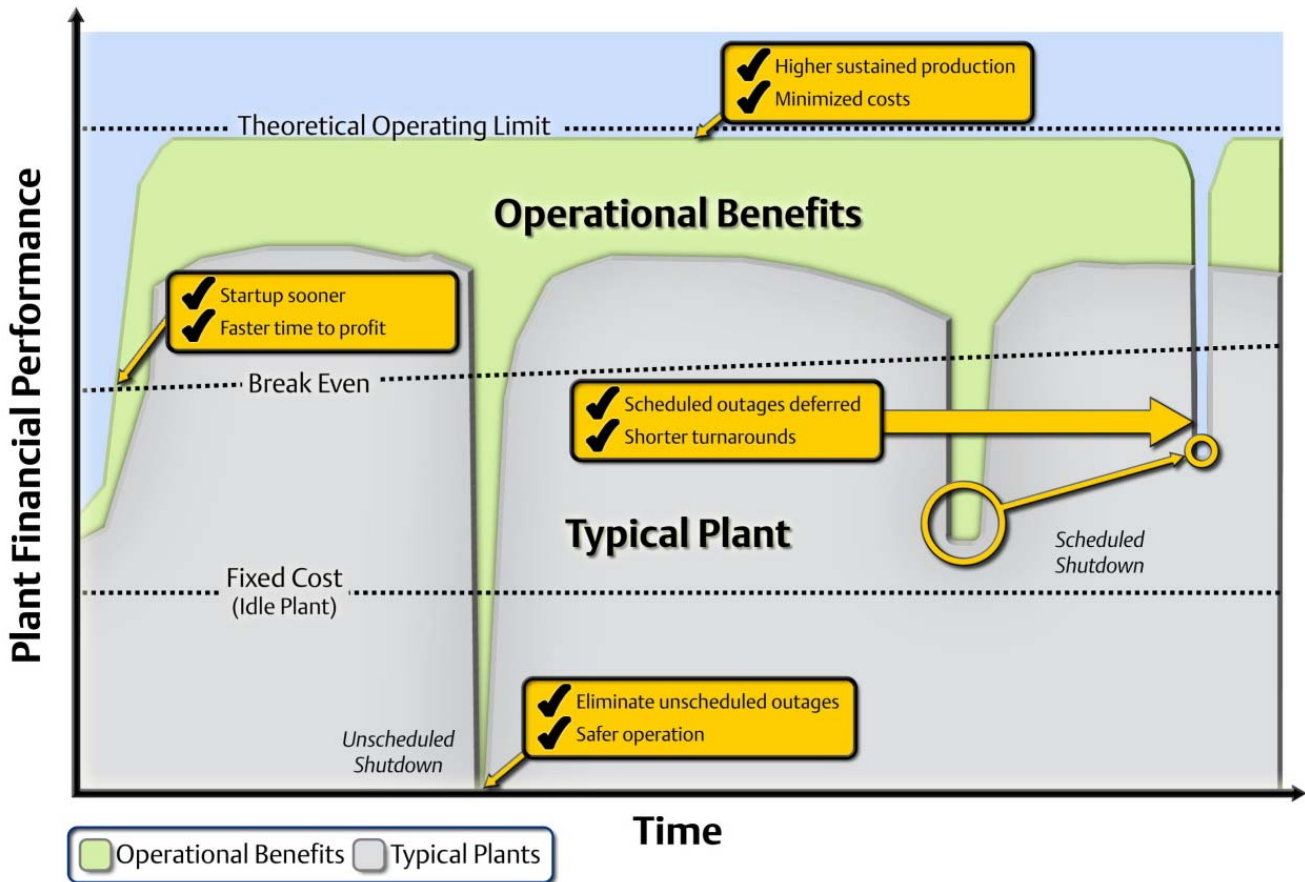
To sustain realized operational benefits, SureService domain experts in control engineering, system administration, and asset management collaborate with plant personnel to identify ongoing operational challenges and opportunities for improvement. They outline recommended strategies, solution elements, Return-on-Investment (ROI) justification, and then work with you to implement solutions.

### Benefits

- **Formalize strategies to achieve objectives.** Emerson service specialists assess the existing control performance, safety, alarm, PlantWeb alert, wireless, maintenance, security, and organizational configuration and strategies to evaluate for improvement opportunities. The assessment report includes findings and recommendations, so the right resources get information to make decisions and act.
- **Get technology working and resources trained.** Hardware and software components necessary to address any technology gaps for a solid setup to meet plant and corporate objectives are installed, and basic training is provided.

Site Performance Advisors, Asset Managers, or other SureService specialists may be dedicated and reside full-time or part-time at your site as a complement and extension of your team to enhance operational efficiency, maximize productivity, and free up your internal resources to work on other activities.

- **Refine configuration and associated procedures.** Emerson service specialists implement system management and configuration changes reflecting operational significance and generate associated documentation to endorse adoption and comply with ISO 9000.
- **Realize changes in work culture and capture results.** Emerson service specialists help integrate automation technology into work culture, align business systems, and compute financial impact.
- **Realize plant performance and ongoing improvements.** Sustain performance and optimization via control engineering, system administration, and loop, alarm, and asset management.



Site Performance Services specialists help to maximize the value of your automation system technology by helping implement PlantWeb solutions, start-up faster, maximize availability and optimize performance.

### Service Description

Emerson's Site Performance Services formalize and execute a comprehensive, collaborative plant performance strategy allowing the combined Emerson and customer resources to preserve intellectual knowledge, achieve required plant uptime, and optimize performance for maximum operational benefits.

Our SureService specialists work with you to identify challenges and opportunities, to outline the recommended strategy, solution elements, and financial justification, and then to work with you on implementing solutions.

The typical activities associated with Emerson's collaborative approach provide the following:

- **Project-to-Operations On-Site Support** – Assists through this important transition period with site technical support and help engineering, maintenance and operations teams to transition and improve work process practices and reduce the project implementation timeline.
- **Long-Term On-Site Support** – Develops detailed understanding, working relationship and methodology with the client to achieve documented operational benefits and a fitting SureService support agreement.

### Service Engagement Responsibilities Include:

- Becoming familiar with the specific customer PlantWeb installation, control system application, critical areas and operations and maintenance processes.

- Providing general application and informal training to customer operators, engineers, and maintenance personnel on the PlantWeb tools, and deploying the more sophisticated elements of the PlantWeb architecture.
- Serving as primary point of contact for client's daily operational issue and focal point for interfacing with all other appropriate Emerson resources to ensure that client needs are met.
- Providing monthly and annual work results reports.

### Application and System Management

- Providing basic PlantWeb learning and deploys tools with client operations and engineering resources:
  - Operators training
  - Elimination of nuisance alarms
  - Predictive and proactive maintenance of instruments, valves and mechanical equipment
  - PlantWeb Alerts for early detection and notification with meaningful and actionable information
  - Identification and reduction of Process Variability

- Developing joint action plans with plant operations and maintenance personnel to implement a maintenance schedule which optimizes plant reliability and availability.
- Maintaining an on-going assessment of the customer PlantWeb installation operating conditions and address any concerns to plant operations and maintenance personnel.
- Monitoring Emerson and third-party products technical information notices, assess impact to system operations, and helps implement appropriate actions.
- Helping enhance and apply customer maintenance/operation personnel basic PlantWeb maintenance skills.
- Providing regulatory compliance support for process control system and ESD/F&G documentation.

### Maintenance

- Responding to plant operations and maintenance personnel technical inquiries investigate problem areas and provide appropriate improvement recommendations. Assisting the client's staff in identifying opportunities for improving system performance and availability through system tuning or root-cause analysis.
- Performing and assists with routine maintenance on the client PlantWeb installation and configuration changes.
- Providing Emerson PlantWeb Hardware, Software and Network Communications issue diagnostics and resolution assistance.

Ordering Information

Description	Model Number
Site Performance Services	Please consult your local Emerson Process Management office for availability

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To locate a sales office near you, visit our website at:

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Or call us at:

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