

System Upgrade Service



Emerson's System Upgrade Service helps ensure flawless system software upgrades.

- Minimizes risk and delivers predictable system upgrades
- Reduce engineering effort and software cut-over time
- Implement new system features faster through early familiarization
- Protect your system investment

Introduction

Upgrading a suite of complex online process control software must be executed flawlessly. Emerson has made every effort to make upgrading the DeltaV system a simple and fast process. However, if extensive customization or third-party applications exist, software upgrades often require major planning, risk assessment, and careful execution. Emerson's expert SureService™ software engineers will safely apply the latest software features to your application. Our professionals will perform expert planning, specialized custom testing, and risk assessment on a system simulated to match your site specifics to provide a smooth transition when upgrading DeltaV software. This service is designed to efficiently minimize the risk of implementing upgrades allowing you to leverage the latest advances in software technology with confidence.

Benefits

Minimizes risk and delivers predictable system upgrades. A carefully developed and executed plan is the key to confidently and successfully performing important system changes without unwanted surprises. Emerson's Software Upgrade Service simplifies the task of accomplishing system upgrades by handling the associated risk assessment, specialized testing and implementation details. Through testing on a simulated system configured to mimic your system, we can ensure your process will be upgraded without interruptions and in the shortest time possible without tying up your valuable engineering resources. And, we will document the entire upgrade process for you.

Reduce engineering and cut-over time. The System Upgrade Service provides a well-planned and executed approach to performing system upgrades safely and in the shortest amount of time, minimizing interruptions to daily plant activities. Every DeltaV release has departure points for direct upgrades, which usually means that if a system has not been upgraded for a number of releases, an intermediate upgrade will be required. Our System Upgrade Service provides support for upgrading from any DeltaV release to the latest DeltaV release and includes performing any intermediate upgrades that may be required.



Implement new system features faster through early familiarization. Our experts will introduce and brief you on new system features so you can quickly turn them into tangible benefits.

Protect your system investment. Your investment in existing software, configuration data, custom applications and historical information must be protected. Our experts have the knowledge and experience to protect your existing data functionality and system integrity when installing new software.

With System Upgrade Service, we provide:

Evaluation phase: This phase captures the system topography and the general customer requirements. The deliverables include a documented assessment of high-level technical considerations and areas to be tested to validate the changes that will be made as a result of the upgrade. The assessment process includes:

- An evaluation of the hardware and software upgrade requirements to go from the current release to the new release.
- A review of applicable technical Knowledge Base Articles and Release Notes for known issues, resolved issues, and new functionality for all releases between the customer's current release and the target upgrade release.

Evaluation phase application: At the start of the Evaluation phase, the customer will be responsible for providing Emerson Process Management complete system architecture information including any third party or customized applications running in the system as well as any other key site installation considerations. The evaluation phase is based on a flat fee pricing structure.

Qualification phase: During the Qualification phase, a system will be staged at the Emerson Process Management technology laboratory that will mimic your system's database and topology to determine the best approach for the specific upgrade to be performed. Deliverables can include:

- An assigned Emerson system upgrade engineer experienced in performing software upgrades. Our engineers have extensive control applications expertise and experience and can provide expert software upgrade guidance and direction.

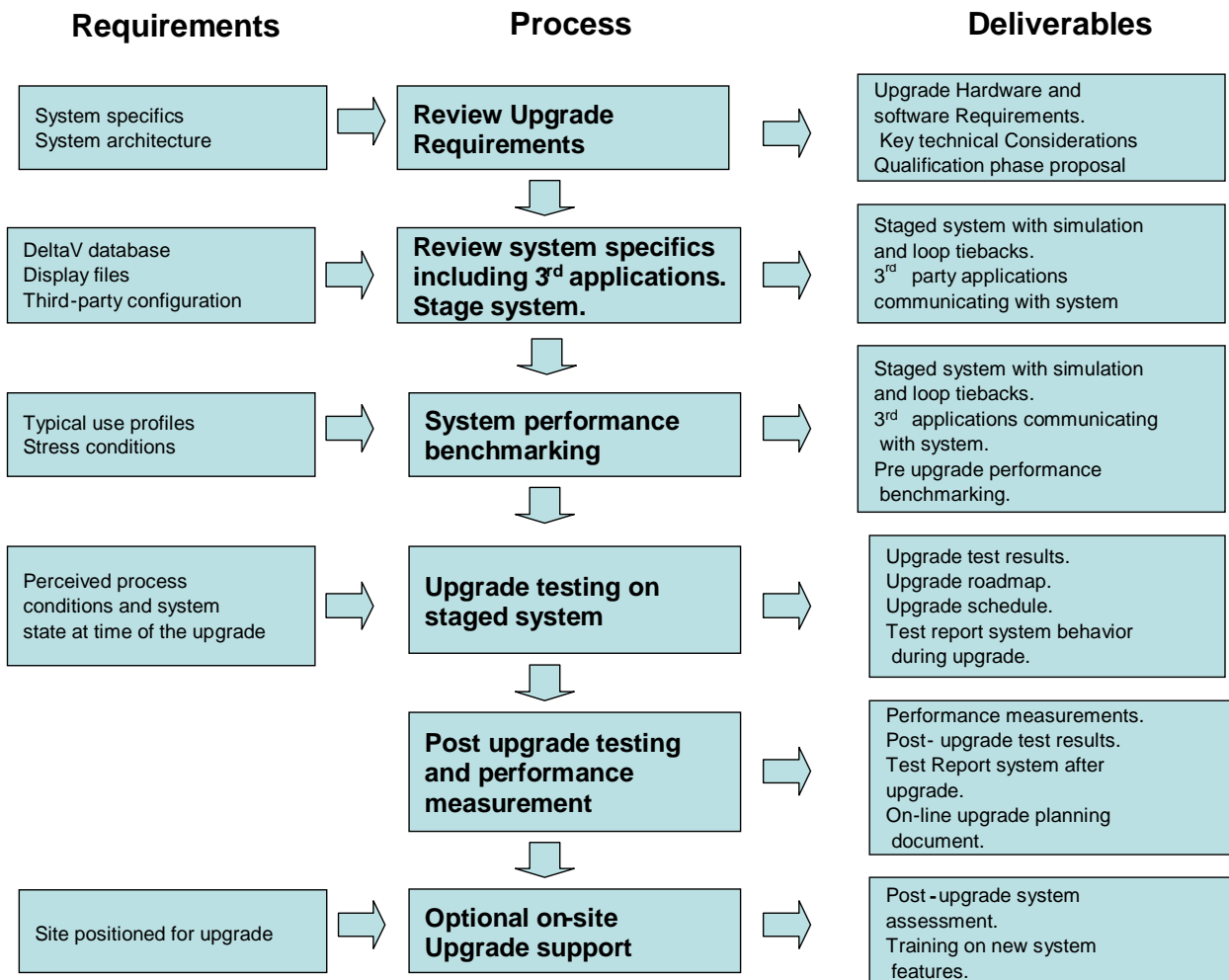
- Pre-installation customer consultation to review the current state of the system to be upgraded in order to ensure that the test setup accurately mimics your system.
- Detailed consultation regarding the newest features and enhancements contained in the new version of software.
- An outline of the testing procedure to be performed in a system that mimics your process system.
- Complete test reporting outlining what system behavior can be expected during and after the upgrade.
- A System Performance report will provide before-and-after comparisons including: display call-up performance, engineering performance, controller loading, segment loading, network loading, database import/export performance, drive space, and system memory usage.
- A detailed roadmap indicating the upgrade prerequisites. These include any system hardware components to be upgraded, recommended back-up procedures, required complimentary product updates, system requirements, display migration, third-party application compatibility, virus protection requirements, operating system revisions, 3rd party device/software considerations, and other issues specific to the system to be upgraded.
- Compatibility with and integration of existing and/or new third party applications.
- Testing of any desired system modifications.

Qualification phase application: Completion of the Evaluation phase is a prerequisite for commencing the Qualification phase. The customer will be required to provide Emerson Process Management with the applicable system database and any custom hardware and/or software required for Emerson to set up a test system that will mimic the site specifics. Pricing for the Qualification phase will be a function of system size, complexity, amount of integration and number of releases involved.

Optional On-site Upgrade Support phase: This optional on-site phase can include upgrade implementation planning and on-site support if so required. Completion of the system upgrade Qualification phase is a prerequisite for optional on-site upgrade support. Pricing will be a

function of the complexity of the upgrade to be performed and will be quoted on a project by project basis.

Software Upgrade Service Process



Ordering Information

Description	Model Number
System Upgrade Service - Evaluation	VE9130EVAL
System Upgrade Service - Qualification	VE9130QUAL
System Upgrade Service - On-Site	VE9130NSTE

PRE-SALE QUALIFICATION: In situations where a particular task or “micro-project” is under consideration utilizing this service, a written summary of the project objectives and expected timing must be received and reviewed by Emerson Process Management prior to order acceptance. This is a safeguard for the customer to ensure the necessary Emerson Process Management resources are available within the expected timing and to define the scope of service along with a budgetary estimate for the work required. 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

Or call us at:

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 +1 512.832.3774

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

www.EmersonProcess-powerwater.com

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