

The Personal Computer for DeltaV Workstations

This paper describes why Emerson Process Management supplies workstations for use in a PC-compliant workplace.



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Introduction

The Personal Computer with Microsoft XP Professional/Server 2003 or Windows 7 Professional/Server 2008 operating system is the product of choice for the user interface and application processing in state-of-the-art process control systems. This paper explains the reasons and advantages of running Emerson Process Management DeltaV software exclusively on PCs supplied and certified by Emerson Process Management.

Emerson Process Management knows that customers need process control system hardware and software that works “out of the box”. In this intensely complex industry being able to unpack a PC, plug it together, turn it on, and be up and running is the most desirable scenario. When new technology is available, customers need it seamlessly incorporated into their control system to produce the best cost/performance ratios. Customers also need straightforward after-sales support by a knowledgeable software and hardware staff.

Emerson Process Management meets all of the customer needs mentioned above. Read on for details.

Emerson Process Management “Out-of-the-Box”

With Emerson Process Management as your supplier, you get a PC pre-loaded with the operating system setup to accept the installation of DeltaV software or with the DeltaV software pre-installed. You also get hardware configurations and the latest version of XP Professional/Server 2003 or Windows 7 Professional/Server 2008 and Dell BIOS that have been fully tested with the DeltaV software. The struggle to manage multiple databases, documentation sets, corporation relationships, and third-party peripherals and associated software drivers is eliminated.

Emerson Process Management takes an additional step of fine-tuning the installation and set-up of Windows operating system we support. Games and unnecessary peripherals are removed to prevent competition with the smooth operation of your system. The PC delivered from Emerson Process Management is out-of-the-box ready to plug and play.

Hardware and Software Compatibility Issues

DeltaV software, the Windows operating system and BIOS (basic input/output systems) continuously interact on your PC. Technological changes make it imperative to upgrade these systems on an ongoing basis. To ensure compatibility among these systems, Emerson Process Management supplies the hardware to run DeltaV software. System addresses, add-in cards, drivers and other integral software are installed and setup on the Emerson Process Management-certified PCs. Then, we test the complete system before it is released for sale. System upgrades are always tested before they are implemented and sent to the customer. Compatibility becomes a non-issue for the user. There aren't any system-incompatible components on an Emerson Process Management-certified PC.

Technical Support

Emerson Process Management selected a PC manufacturer based on quality, expertise, and teamwork criteria. It is imperative to have high quality hardware to effectively run DeltaV software. Expertise in the hardware industry and the ability and willingness to effectively communicate this expertise with Emerson Process Management, on a continuing basis, are needed to enable a successful DeltaV digital automation system.

The ongoing team relationship between the PC manufacturer and Emerson Process Management Technology ensures that compatibility issues are addressed and resolved by Emerson Process Management and the PC manufacturer. Team relationships between the PC manufacturer and the Emerson Process Management Field Service organization ensure responsive after-sale support.

Hardware and software problems periodically occur. Often the user cannot identify if the problem is in the software or hardware. Using Emerson Process Management-certified PCs, one call to the Emerson Process Management Field Service organization puts you in touch with someone to solve your hardware or software problem. Emerson Process Management Field Service personnel are certified service providers for the hardware. They are also knowledgeable regarding DeltaV software. Never again experience the frustration of being told by the hardware supplier that you have a software problem and vice-versa.

The Emerson Process Management Way

When it comes to running a process control system, you can count on the DeltaV system. Our state-of-the-art software running on high quality PCs ensures process control system success. With a DeltaV system, you get a complete system solution. The DeltaV system is an FSC-certified PC running state-of-the-art DeltaV software with always compatible system components. Emerson Process Management is a total solution provider.

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