

Lifecycle Services for Syncade™ Operations Smart Operations Management Suite

Offering the Right Service at the Right Time to Help You Operate Safely, Optimize Asset Reliability and Improve Process Capabilities.



Introduction

We created our Syncade™ Smart Operations Management Lifecycle Services program offering to meet your plant's specific and comprehensive needs and to address your operational and business imperatives and challenges:

- Keeping your plant operating safely, consistently and economically.
- Improving and preserving your asset reliability and investment over time.
- Optimizing your plant performance and achieving business goals.

Services Features and Benefits

Maximize manufacturing availability and avoid loss of production

- 24x7x365 priority support for problem troubleshooting and software components support.
- Software updates to stay current with latest Smart Operations Management technology.
- Proactive system management using Emerson qualified personnel and recommended approach.



The Emerson Lifecycle Services program is designed to offer extended value and flexibility to help you get the most out of your Syncade™ Smart Operations Management investment.

Improve plant staff responsiveness and productivity

- Emerson technical expertise augments your plant internal staff versus additional hiring.
- Fast response and remote support provides faster problem resolution.
- Better decision making through improved access to information matched to system content.

Proactive software support to match your plant's operations needs

- Fast and accurate response as it relates to maintenance and support of specific software components (reports, behaviors, web parts) and ERP-Syncade interface implemented at site.
- Priority access to site services specialists with deep knowledge of past proven solutions can be a major time saver and will help reduce the risk of an inefficient or unreliable solution.

Adhere to overall Lifecycle plan of Smart Operations Management technology assets

- Take advantage of new functionality at your own pace and to meet your business requirements.
- Improves capital efficiency by sustaining the useful life of the software and applications.
- Yearly subscription provides predictable and accurate budget.

Reduce Risk during all Phases of the Lifecycle

- Draw from Emerson expertise and broad solution set to minimize risk and maximize returns.
- Emerson uses a collaborative Lifecycle Services approach to help our customers achieve maximum business value and operational excellence.

Preferred pricing and priority support

- Our Support Agreement offers special program pricing compared to a demand time-based service and priority support from Emerson specialized resources.

Lifecycle Services Offerings

Guardian Support for Syncade

- Customers receive technical support (24x7x365) by phone, email, or remote connection support for core product and system configuration of Syncade. Customers have access to the Guardian Support for Syncade site containing software updates, hotfixes, as well as a library of Syncade documentation. Not covered under Guardian Support for Syncade is custom application components (reports, behaviors, web parts, scripts, interfaces) delivered as part of the implementation.

Extended Component Support Service

- Extended support and maintenance (24x7x365) for application components (reports, behaviors, scripts, web parts) implemented at their site. Support by our Syncade Advanced Component specialist team.

Extended Interface Support Service

- Extended support and maintenance (24x7x365) for custom ERP to Syncade Interface. Support provided by our Syncade Advanced Service specialist team.

Scheduled On-Site Service

- Local Emerson certified specialist(s) with access to our global subject matter expert resources carry out planned lifecycle services. Activities to maintain, support, optimize and change the Syncade Smart Operations Management Suite are performed accurately and on-time according to your needs.

Resident Engineer Program

- This lifecycle service program provides appropriately trained and experienced Resident Engineer(s) as a staff augmentation resource responsible for the daily system and application management duties as agreed to with the Customer.

Syncade System Upgrade Service

- Emerson provides expert technical expertise for evaluation, testing, upgrade planning, and implementation support for upgrades of Syncade modules and associated applications. Emerson treats upgrades as a project and this specifically includes identifying customer requirements and upgrade risks and implementing mitigation actions and post-upgrade results assessment.

Emergency On-Site Service

- This service will mobilize a local Emerson Field Service Specialist to Customer site in the event telephone technical support or remote diagnostics fail to determine the actions required to resolve the technical issue.

Lifecycle Services Agreement

- We'll work with you to build a customized Service Agreement program for one year or multiple years that fits just right based on your plant's unique operating history, maintenance requirements, control system configuration, performance improvement needs, staff experience, manpower levels and budgetary constraints.

Maintaining and Improving your Syncade Operations Product Modules, Components and Interfaces Assets.	Guardian Support for Syncade	Extended Component Support Service	Extended Interface Support Service
Technical support 24x7x365 for core product and configuration of Syncade. Support website containing software updates, hotfixes and Syncade documentation.	X		
Extended support and maintenance 24x7x365 for application components (reports, behaviors, scripts, web parts) implemented at site.		X	
Extended support and maintenance 24x7x365 for custom ERP to Syncade Interface.			X

Lifecycle Services Descriptions

Guardian Support for Syncade

Expert Technical Product Phone Support

- Emerson will provide product technical phone support 24x7x365 through the Global Service Center (GSC).
- Expert Technical Phone Product Support includes assistance for questions or concerns regarding how the product works and what it will do, product issue resolution, locating technical information and advice that can be based on non-application-specific product and system knowledge.

Remote System Diagnostics

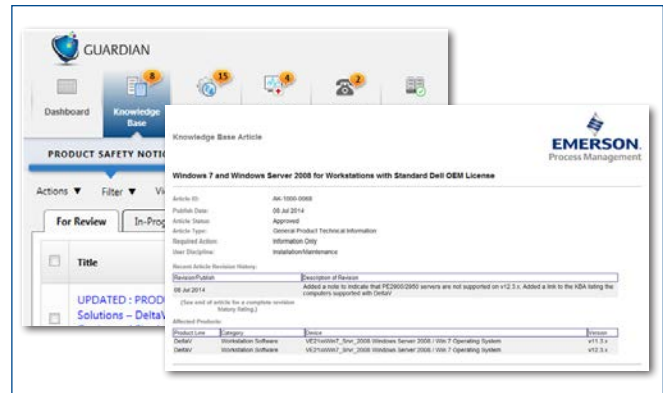
- At the customer's request, Emerson's Technical Specialists can remotely log on to the customer's system for troubleshooting. By remotely logging on to a system our Technical Specialists can reduce issue identification and troubleshooting (resolution) time

Software Updates

- Downloads and documentation are provided for new general distribution releases of Syncade software, including the updated software, electronic copies of associated release notes, instructions for loading the upgrade, and any cautions regarding implementation. Emerson's technical support will address any technical questions regarding the new features and functions contained in the software release. Software installation evaluation and implementation services are available at additional cost.

Online Service Information

- Access technical knowledge base articles that often include download files and other specific information needed to resolve or avoid known product issues. An on-line support request form is available to provide you with an alternative to telephone support to submit non-urgent issues or to furnish written documentation and electronic files to our technical staff.



Extended Component Support Service

- Extended Component Support Service extends what is covered under Syncade Guardian Support to include custom application components (reports, behaviors, web parts, scripts, interfaces) delivered as part of the implementation.
- To minimize maintenance costs, Customers receive technical support 24x7x365 by phone, email, or remote connection support as it relates to application components (reports, behaviors, web parts) that were implemented at their site.
- To improve responsiveness and maximize manufacturing availability, the Syncade Component team will store the customer software application elements in the components library. Emerson will support/maintain these items under the established Quality Management System for the Syncade Product.
- Extended Component Support Service provides an assessment of the impact of upgrades and hotfixes on the custom components, enabling the customer to make decisions about testing of components or even upgrading components to take advantage of new product functionality.
- Extended Component Support Service provides fast-track software updates to the custom components via download from our customer portal website. Applying these updates to your custom components will help ensure that your application remains viable and functionally robust with updated technology.

- Extended Component Support Service customers may submit request for new components to be developed by our Syncade Advanced Components specialist team. This work is performed on a fee based on the size and complexity of the component.



Extended Interface Support Service

- Syncade ERP interface provides a basis for interaction between the customer's ERP system and Syncade. ERP function and configuration varies at each site.
- Emerson provides the Extended Interface Support Service to extend the ERP Interface support to include the same 24x7x365 support by phone, email, or remote connection provided with Syncade Guardian Support for standard product.
- To improve responsiveness and maximize manufacturing availability, the customer ERP interface is developed and released using the same standards as the core Syncade product and is stored and maintained in the same way as core Syncade product.
- Extended Interface Support Service provides assessments of impacts of Syncade upgrades and hotfixes on the customer's ERP interface.
- Extended Support Service provides fast-track software updates to the custom components via download from our customer portal website. Applying these updates to your custom components will help ensure that your application remains viable and functionally robust with updated technology.

- Changes to the ERP system itself are not included in the Extended Interface Support Service support, but can be supported in a paid engagement basis by Syncade Advanced Services.



Scheduled On-Site Service

This service provides local Emerson certified specialist(s) with access to our global subject matter expert resources to carry out planned lifecycle services. Activities to maintain, support, optimize and change the Syncade Smart Operations Management Suite are performed accurately and on-time according to your needs. Scheduled On-Site Service is often performed under a purchased arrangement of service bank hours.

Primary focus areas can include:

- Syncade software maintenance implementation
 - Patches, fixes and updates implementation.
 - 3rd Party software (Windows, SQL, Active PDF, Crystal Reports) patch and change management.
 - Virus definitions implementation.
 - Software Backup and Recovery implementation and verification.
- Syncade application performance implementation
 - Modifications, module implementation and deployment services.
 - Database maintenance, change control management.
 - Documentation updates.

- Syncade Recipe Optimization Service
 - Emerson can assist customers with optimizing RA Recipes to ensure optimal execution within the Workflow (WF) application.
 - The service will include review of the structure of recipes, the behaviors used, integrations that may impact performance and any other items that are deemed to have a direct impact on recipe execution performance.

Resident Engineer Program

This service is provided by appropriately trained and experienced Emerson Resident Engineer(s). We are a staff augmentation resource responsible for the daily system and application management duties as agreed to with the Customer. Primary duties can include:

- Syncade application performance implementation
 - Modifications, module implementation and deployment services.
 - Database maintenance, change control management.
- Syncade software maintenance implementation
 - Patches, fixes and updates implementation.
 - 3rd Party software (Windows, SQL, Active PDF, Crystal Reports) patch and change management.
 - Virus definitions implementation.
 - Software Backup and Recovery implementation and verification.
- Incident management and troubleshooting, reporting and problem management investigation.
- System documentation updates and maintenance.

Syncade System Upgrade Service

- Emerson provides expert technical expertise for evaluation, testing, upgrade planning, and implementation support for upgrades of Syncade modules and associated applications.
- Emerson treats Syncade upgrades as a project. This specifically includes identifying customer requirements and upgrade risks and implementing mitigation actions and post-upgrade results assessment.

- Emerson experts with deep knowledge of past proven solutions can collaborate with the Customer to:
 - Identify new and changing plant operations business requirements and objectives.
 - Perform an evaluation and scope definition including Enterprise and Control System integration, industry standards, regulation standards, architecture changes, interfaces, module changes and plant operations implementation requirements.
 - Evaluation of Syncade ERP interface setups, 3rd party computer and applications connectivity.
 - Evaluation on new Syncade component features, enhancements for implementation.
 - Test plan requirements.
 - Issue and risk mitigation requirements.
 - Engineering Implementation.
 - Upgrade testing on a simulated system configured to mimic your system, applications and interfaces.
 - Site upgrade planning and implementation.
 - Project assessment (lessons learned, performance benchmark).

Emergency On-Site Service

- This service will mobilize a local Emerson Field Service Specialist to Customer site in the event telephone technical support or remote diagnostics fail to determine the actions required to resolve the technical issue.
- There are typically three (3) general types of Emergency On-Site Service plans available:
 - Next Business Day – One hour phone response and next business day dispatch, (Monday – Friday, local business hours).
 - Same Business Day – One hour phone response and same day dispatch, (Monday – Friday, local business hours).
 - Seven Days per Week, 24 Hours per Day – One hour phone response and dispatch within specified additional hours.

Lifecycle Services Agreement

- Take advantage of a customized Lifecycle Services Agreement built on a base of Guardian Support.
- Emerson’s approach to service starts with an understanding of your requirements: whether the emphasis is uptime criticality, enhancing plant performance, asset management, regulatory compliance or cost management.
- With these needs in mind, Emerson’s service management professionals will assemble the right combination of local and corporate services for you, taking into account your specific system architecture, staff capabilities, internal resources and desired relationship.
- Our service professionals will help you put together the perfect Lifecycle Services agreement.

Service Offering Summary

Service Deliverable	Maintenance	Reliability	Performance
Guardian Support for Syncade			
Expert Technical Phone Support 24x7x365	X	X	
Remote System Diagnostics	X	X	
Software Updates, Version Releases	X	X	X
Online Service Information	X	X	
Extended Component Support Service	X	X	X
Extended Interface Support Service	X	X	X
Scheduled On-Site Service			
Software Maintenance Implementation	X	X	
Application Performance Implementation			X
Recipe Optimization Service			X
Resident Engineer Program			
Application Performance Implementation			X
Software Maintenance Implementation	X	X	
Incident Management, Problem Management	X	X	
System Upgrade Service		X	X
Emergency On Site Services	X		
Maintenance: Keeping your plant operating safely, consistently and economically.			
Reliability: Improving and preserving your asset reliability and investment over time.			
Performance: Optimizing your plant performance and achieving business goals.			

Service Availability

These services are available to Emerson end user customers with licensed and registered systems running Emerson Syncade software. A service request must be received, reviewed and a written proposal issued by Emerson Process Management prior to order acceptance. Pricing of Syncade Smart Operations Management Lifecycle Services depends on the Program Support Options selected and which Syncade applications are installed.

Ordering Information

Contact your local Emerson sales office or representative.

Emerson Process Management

Asia Pacific: 65.777.8211
Europe, Middle East: 41.41.768.6111
North America, Latin America:
+1 800.833.8314 or
+1 512.832.3774
www.emersonprocess.com

©2015, Emerson Process Management. All rights reserved.

The Emerson logo is a trademark and service mark of Emerson Electric Co. Syncade is a mark of one of the Emerson Process Management family of companies. All other marks are the property of their respective owners.

The contents of this publication are presented for informational purposes only, and while every effort has been made to ensure their accuracy, they are not to be construed as warranties or guarantees, express or implied, regarding the products or services described herein or their use or applicability. All sales are governed by our terms and conditions, which are available on request. We reserve the right to modify or improve the designs or specifications of our products at any time without notice.