

Lifecycle Services for Syncade™ Logistics

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™ Logistics Lifecycle Services program offering to meet your plant's particular 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

- 24/7 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's qualified and recommended approach.



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

Improve plant staff responsiveness and productivity

- Emerson technical expertise augments your 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 services to match your plants complex and demanding business requirements

- Fast and accurate response as it relates to maintenance and support of Syncade logistics functions and site access and security requirements.
- 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 for your Logistics Management System technology assets

- Take advantage of new functionality at your own pace and to meet your business requirements.
- Improve 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 Logistics

- Customers receive expert technical support 24x7x365 by phone, email, or remote connection support for core product and configuration of Syncade. Customers have access to the support website containing software updates, hotfixes, as well as a library of Syncade Logistics services documentation.

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.

DANTAS Upgrade to Syncade Logistics

- Emerson provides expert technical expertise for evaluation, testing, upgrade planning, and implementation for upgrades of the DANTAS system to Syncade Logistics. Emerson treats DANTAS upgrade to Syncade Logistics as a project. This specifically includes completing a FEED Study and FDS (Functional Design Specification) identifying customer business requirements, appropriate technical solution, 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, logistic system configuration, performance improvement needs, staff experience, manpower levels and budgetary constraints.

**Lifecycle Services Descriptions
Guardian Support for Syncade**

Expert Technical Product Phone Support

- Emerson will provide product technical phone support 7 days/week, 24 hours/day, 365 days/year through its 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, the Emerson Technical Specialists are able to reduce issue identification and troubleshooting (resolution) time.

Software Updates

- Downloads and documentation will be provided for all new general distribution releases of Syncade Logistics 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 that may be encountered 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 to information containing technical knowledge base articles that often include download files and other specific information needed to resolve or avoid known product issues. In addition, an on-line support request form will be 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.



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 Logistics Management System 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 Logistics - Planned Maintenance implementation
 - Patches, fixes and updates implementation.
 - 3rd Party software (Windows, SQL, Active PDF, Crystal Reports) patch and change management.
 - HMI's, Interface Units.
 - Virus definitions implementation.
 - Software Backup & Recovery implementation and verification.
- Syncade application performance implementation
 - Modifications, Logistics module implementation and deployment services.
 - Database maintenance, change control management.
 - Documentation updates.

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 Logistics application performance implementation
 - Modifications, module implementation and deployment services.
 - Database maintenance, change control management.
- Syncade Logistics - Planned Maintenance implementation
 - Patches, fixes and updates implementation.
 - 3rd Party software (Windows, SQL, Active PDF, Crystal Reports) patch and change management.

- HMI's, Interface Units.
- Virus definitions implementation.
- Software Backup & Recovery implementation and verification.
- Incident management and troubleshooting, reporting and problem management investigation.
- System documentation updates and maintenance.

DANTAS Upgrade to Syncade Logistics

Emerson provides expert technical expertise for evaluation, testing, upgrade planning, and implementation for upgrades of the DANTAS system to Syncade Logistics Management System platform.



- Emerson treats DANTAS upgrade to Syncade Logistics as a project. This specifically includes identifying customer requirements and upgrade risks and implementing mitigation actions and post-upgrade results assessment.
- Emerson Syncade Logistics system 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 Feed Study and development of a Functional Design Specification. This encompasses evaluation and scope definition including Enterprise and Control System integration, industry standards, regulation standards, architecture changes, interfaces, module changes and logistics implementation requirements.
- Evaluation of Syncade ERP interface setups, 3rd party computer and applications connectivity.
- Evaluation of all Syncade Logistic 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 the 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 Logistics			
Expert Technical Phone Support 24x7	X	X	
Remote System Diagnostics	X	X	
Software Updates, Version Releases	X	X	X
Online Service Information	X	X	
Scheduled On-Site Service			
Planned Maintenance Implementation	X	X	
Application Performance Implementation			X
Resident Engineer Program			
Application Performance Implementation			X
Planned Maintenance Implementation	X	X	
Incident Management, Problem Management	X	X	
DANTAS Upgrade to Syncade Logistics		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

This service is 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 Logistics Lifecycle Services depends on the Program Support Options selected and which Syncade module applications are installed.

Ordering Information

Contact your local Emerson sales office or representative.

Emerson Process Management

Asia Pacific: 65.777.8211
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North America, Latin America:
+1 800.833.8314 or
+1 512.832.3774
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