Proactively Manage Your System to Avoid Unscheduled Downtime

"Increasing system complexity, a constant stream of updates, growing compliance requi rements, and others are forcing change in the way process and other industries are keeping their information and control systems up-to-date."

ARC Whitepaper on Collaborative Service Management

What if ...

■ You could have a single source for all the relevant and critical information related only to your system?

■ You had full-time access to experts to help minimize risks and address system issues?

■ You could get lifecycle status information specific to your system?

■ You could get automatic alerts on system issues requiring your attention or immediate action?

In an increasingly fast-paced environment of advancing technology, automation systems managers are constantly feeling the pressures of managing security updates, software releases and evolving standards and best practices. This evolving environment challenges managers' ability to keep systems running at peak performance while cost-effectively managing automation investments over each asset's lifecycle.

Failure to effectively address these challenges can lead to serious and costly process disruptions. Hourly downtime costs from these disruptions can range from thousands to hundreds of thousands of dollars, depending on the industry.

Collaborative, proactive management can enable systems managers to keep their process automation assets running optimally.

SLOW AND FAULTY ISSUE RESOLUTION
Sluggish troubleshooting practices result in increased downtime and reduced operating performance. Idle operations lead to decreased productivity and employee morale. Backlog caused by extended downtimes add stress on operators, who must restore acceptable plant productivity levels as quickly as possible.

COSTLY OUT-DATED SYSTEM COMPONENTS
Out-dated software and hardware increase system security vulnerabilities and decrease system reliability. Further, maintaining legacy components becomes increasingly costly as support for their technology and availability of obsoleted subcomponents declines over time. Plant operators challenged by the dynamic and constantly evolving market forces in the process industry find it difficult to keep pace with these challenges to their automation investment.

INCONSISTENT MAINTENANCE PRACTICES
Maintenance practices implemented inconsistently and/or ineffectively lower system reliability. This can lead to unplanned downtime, which in turn can have severe and, extremely costly impacts on plant operations.

GUARDIAN
SUPPORT

EMERSON™
Process Management

BETTER INFORMED; BETTER DECISION-MAKING

Enhance your ability to make critical risk-mitigating decisions, and plan system maintenance and modernization. Automated email notifications of system-relevant information improve your ability to make informed, proactive decisions about your system. Emerson's Guardian Support collects data related to your system, then analyzes it to provide you with useful, relevant information to aid in your decision-making process.

LOWER OPERATIONS AND MAINTENANCE COSTS

Shifting from a reactive to a proactive maintenance strategy makes day-to-day systems management tasks fast and efficient. A system-specific website provides information using your own system node names to immediately determine serial numbers, warranty status, hot-fixes, DeltaV™ version compatibility, lifecycle status, and more. knowledge base articles documenting various latent issues and their respective resolutions are provided to help proactively manage the system and prevent costly unplanned shutdowns.

IMPROVE OPERATING PERFORMANCE

New features and maintenance upgrades enable improvements in plant control operations. Access to fast, direct examination and analysis by factory experts via remote diagnosis allows for rapid and effective issue resolution. Process automation specialists publish reports specific to your system components to help operate , maintain, and maximize availability and reliability of your system.

IMPROVED CAPITAL EFFICIENCY

Increase investment life as new products and technologies become available. Receive new software releases and major service packs. Keep your system viable and functionally robust with new successor replacement technology and software updates. Lifecycle information on hardware and software is critical to maximizing return on your process automation investment.

THE SOLUTION

Emerson's Guardian Support enables real-time visualization and management of your control system: **24x7 Expert technical support** helps your o perators and managers with timely issues resolution.

Remote system diagnosis speeds troubleshooting and resolution, reducing downtime and improving performance.

Software updates help you maximize value-add features and functions in system software updates.

Support portal and dashboard provide system-specific information including system health score, knowledge base articles, MS security updates, asset lifecycle status, and issue resolution tracking.

Automated notifications provide relevant and actionable system information via email or RSS web feed.

System analysis reports highlight specific areas requiring action to maximize system availability and reliability.

> **Managing a wider variety and more complex sets of technology is increasing the demand of my time. The effort to stay abreast of issues, solutions, and helpful knowledge to remain a contributor of value for my company becomes more difficult.**
> **The solution provides a simple interface to access the tools and information to manage my system more efficiently."**
>
> **Manager**
> **Plastics Materials and Resins Company**

For more information, contact your local sales office or visit:
EmersonProcess.com/PSS/Contact

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