

Syncade™ Operations Extended Interface Support

Smart Operations Management Suite

- Maximize Plant Manufacturing Availability
- Minimize Maintenance Costs
- Seamless Project Handover
- Reduce Risk During All Phases of the Lifecycle
- Improved Responsiveness and Productivity



Syncade Extended Interface Support is designed to maximize the availability, sustainability and performance for the interface and interaction between your ERP system and your Syncade implementation. This service is an option available to Guardian Support for Syncade subscribers.

Introduction

The Syncade™ ERP (Enterprise Resource Planning) interface provides a basis for creating interaction between the customer's ERP system and Syncade. The ERP functionality and configuration at each site and with each customer varies. Emerson provides the Extended Interface Support service to include the same 24x7x365 support in the form of phone, email, or remote connection that is provided with Syncade Guardian Support for the standard Syncade standard product.

The customer's 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. In addition, Extended Interface Support provides assessments of impacts of Syncade hotfixes on the customer's ERP interface. Changes to the ERP system itself are not included in the Extended Interface Support, but can be supported on a paid engagement basis by Emerson.

Emerson recommends that customers creating interaction between their ERP system and Syncade purchase Syncade Extended Interface Support for their operations.

Service Features and Benefits

- **Maximize Plant Manufacturing Availability.** Extended Interface Support will provide you with access to fast, direct expert examination and analysis of your Emerson Syncade software via remote connection. Emerson's remote diagnostics service can connect your software application to the staff of factory experts on various topics and products for rapid and effective issue resolution.
- **Minimize Maintenance Costs.** Extended Interface Support will provide you with 24X7 access to technical support and a broad support website for service information and product updates. Once the Interface components have been submitted to the Advanced Syncade Components library, maintenance is assumed by Emerson Syncade Strategic Services.
- **Seamless Project Handover:** Extended Interface Support will provide your project group with a process to officially handover custom interfaces developed during your project.
- **Reduce Risk During All Phases of the Lifecycle.** Extended Interface Support will provide an impact assessment of hotfixes on the components which comprise your custom interface. You will be provided with a detailed report documenting any potential components that may be impacted so that you know which components will need to be tested further at site following the installation of the hotfixes. If any issues are discovered during customer testing, Emerson will make the necessary corrections to the components in accordance with the tier of service selected.
- **Improved Responsiveness and Productivity.** Software updates are provided via download from a customer portal website. Applying these updates to your custom interface will help ensure that your application remains viable and functionally robust with updated technology.

With Syncade Extended Interface Support, you get:

- Customers receive technical support 24x7x365 by phone, email or remote connection as it relates to their custom ERP interface to Syncade.
- Emerson will store the customer software application elements which comprise the custom interface in their components library and will support/maintain these items under the established Quality Management System for the Syncade Product.

- An assessment of the impact of hotfixes on the custom ERP interface will be provided, enabling you to make decisions about testing of the interface.
- Emerson will make any necessary corrections to the interface as part of the Extended Interface Support Service. While this is included as part of the Comprehensive Support tier, customers choosing the Basic Support tier will be charged an hourly rate for this work. This gives you the choice to pay a flat fee up front or pay as you go for any modifications that may be necessary as a result of a hotfix.
- Extended Interface Support Service customers may submit requests for modifications – which are not directly related to applying a hotfix to their interface – to be developed by Emerson's Syncade Advanced Components developers. This work is performed on a fee that is based on the size and complexity of the component.

What is the Business Value of Extended Interface Support?

Extended Interface Support will form the foundation to maximize manufacturing availability and avoid loss of production while implementing customized application interfaces within your process control operation. While the Basic tier of Extended Interface Support Service provides you with an assessment report that can reduce the amount of time spent testing and the risk of an unforeseen problem with your custom interface, the Comprehensive tier provides you with additional benefit as outlined below.

When studying the business value of the Extended Interface Support service, consider the benefit of implementing proactive software support to match your plant operational needs versus the disruptive activities and downtime costs that are associated with the discovery, troubleshooting and resolution:

- Avoid the cost of lost revenue. The value of the Total Revenue lost during the incident evaluation and repair period.
- Avoid the direct cost to return to operation. The cost of unscheduled down-time, material, labor, overtime, off spec product and the start-up time required to begin operation.

Service Availability

- Guardian Support for Syncade is Emerson’s standard technical support service for the Syncade standard licensed product software. Guardian Support customers receive technical support 24x7x365 by phone, email, or remote connection as it relates to the core product and configuration of Syncade. Customers have access to the Syncade Support site, which contains software updates and hotfixes, as well as a library of Syncade documentation. Not covered under standard Guardian Support are ERP interfaces between the customers ERP system and Syncade. ERP function and configuration varies at each site delivered as part of the implementation.
- Syncade Extended Interface Support is an add-on option to Guardian Support for Syncade. The scope of delivery referenced in this service data sheet includes support of custom ERP interfaces. Like Guardian Support for Syncade, Syncade Extended Interface Support is available in single or multi-year increments.
- Syncade Extended Interface Support is provided for ordinary hotfixes and most minor version incremental upgrades. It does not include coverage for major version upgrades and select minor version upgrades where changes to the underlying product code and functionality are significant. For a complete understanding of which minor version upgrades are excluded from Syncade Extended Interface Support coverage, please contact the Syncade Strategic Services Team.
- Emerson also provides the Syncade Extended Component Support Service as another add-on option to Guardian Support for Syncade. Similar to the Extended Interface Support Service, this service extends support coverage to custom components that are often created as part of a Syncade implementation. It includes the same 24x7x365 support by phone, email, or remote connection provided with Syncade Guardian Support for standard product.

Ordering Information

Description	Model Number
Syncade Operations Extended Interface Support - Basic	SYOM-EISB
Syncade Operations Extended Interface Support - Comprehensive	SYOM-EISC

To learn how comprehensive Lifecycle Services solutions address your process management needs, contact your local Emerson sales office or representative, or visit www.emersonprocess.com.

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