

Syncade™ Extended Component 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 Component Support is designed to maximize the availability, sustainability and performance for customized application components (behaviors, scripts and webparts) implemented at the site. This service is an option available to Guardian Support for Syncade subscribers.

Introduction

Syncade™ product release includes webparts, scripts, and behaviors that are typical for most customers, but it is also possible to tailor Syncade more fully to the business needs of the site by adding custom components. Syncade custom components (behaviors, scripts and webparts) extend the functionality of the Syncade core product and make it adaptable to the business processes of the customer.

Guardian Support for Syncade covers the core product software and configuration of Syncade standard product and excludes support of custom application components.

Emerson recommends that customers implementing customized components purchase Syncade Extended Component Support for their operations.

Extended Component Support provides the additional support required to support those components as fully as the standard product. The components go through the same development and quality release process that is used for the Syncade product and its included components. These Syncade components will be stored and maintained by the Syncade Components team in the same way as the Syncade product. Extended Component Support extends the Syncade coverage and puts the covered components under Emerson's Lifecycle Services organization.

Service Features and Benefits

- **Maximize Plant Manufacturing Availability:** Extended Component 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 Component Support will provide you with 24X7 access to technical support and a broad support website for service information and product updates. Once a component has been submitted to the Advanced Syncade Component library, maintenance is assumed by Emerson Syncade Strategic Services.
- **Seamless Project Handover:** Extended Component Support will provide your project group with a process to officially handover custom components developed during your project.
- **Reduce Risk During All Phases of the Lifecycle :** Extended Component Support will provide an impact assessment of hotfixes on your custom components. 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 the site following the installation of the hotfixes. If any issues are discovered during your testing, Emerson will make the necessary corrections to the components in accordance with the tier of service you have selected.
- **Improved Responsiveness and Productivity:** Software updates are provided via download from a customer portal website. Applying these updates to your Components will help ensure that your application remains viable and functionally robust with updated technology.

With Syncade Extended Component Support, you get:

- Customers receive technical support 24x7x365 by phone, email, or remote connection support as it relates to their custom components (behaviors, scripts and web parts).
- Emerson will store the customer components in a source code controlled 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 components, enabling you to make decisions about testing of components or even upgrading components to take advantage of new product functionality.
- Emerson will make any necessary corrections to the components as part of the Extended Component 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 Component Support Service customers may submit requests for new components to be developed by one of 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 Component Support?

Extended Component Support will form the foundation to maximize manufacturing availability and avoid loss of production while implementing customized application components within your process control operation. While the Basic tier of Extended Component 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 components, the Comprehensive tier provides you with additional benefit as outlined below.

When studying the business value of the Extended Component 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 support 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 Guardian Support are custom components (behaviors, scripts, webparts, and interfaces) delivered as part of the implementation.
- Syncade Extended Component 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 components. Like Guardian Support for Syncade, Syncade Extended Component Support is available in single or multi-year increments.
- Syncade Extended Component 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 Component Support coverage, please contact the Syncade Strategic Services Team.
- Emerson also provides another add-on option to Guardian Support for Syncade with its Syncade Extended Interface Support Service. This service extends the ERP Interface support to include the same 24x7x365 support by phone, email, or remote connection provided with Syncade Guardian Support for standard product. Syncade ERP interface provides a basis for interaction between the customers ERP system and Syncade. ERP function and configuration varies at each site.

Ordering Information

Description	Model Number
Syncade Extended Component Support	Please Contact Your Local Emerson Sales Office

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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