

# Don't Let Your DCS Maintenance Strategy Prevent You from Meeting Production Goals

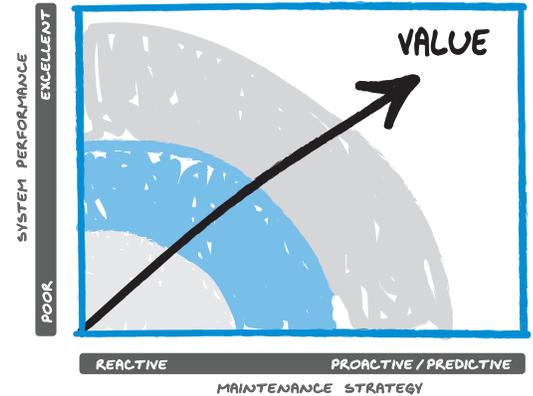
*“End users have decided to focus on core competencies and outsource automation system maintenance due to the increasingly specialized knowledge set and labor required to keep automation assets running optimally.”*

– ARC Advisory Group  
Supplier Provided Automation Services: Global Market Research Study

Unplanned shutdowns are expensive and impact your profitability. That is why so much work and planning goes into ensuring your automation is never the cause of one. Your distributed control system (DCS) is the brain of your plant, and just like any other investment, it requires special attention — you can't simply turn it on and forget it. When your DCS has a problem, it can lead to production slowdowns, or worse, a shutdown. Effective planning and execution of necessary Lifecycle Services is essential to maintaining production levels and preventing loss of revenue.

The right mix of maintenance activities will help you operate safely, consistently and economically, while improving your asset reliability and further preserving your investment.

While no one intends to set up their assets for failure by not providing the proper strategy, many companies struggle to get started. Even for those that believe they have a good strategy, they aren't measuring the correct Key Performance Indicators that allow modifications when something isn't working. So the question is — does your Lifecycle Strategy result in best-in-class system reliability, allowing you to achieve maximum profitability?



## What if...

- You had a program in place to implement an effective maintenance and lifecycle strategy?
- You could be more proactive managing system availability, maintenance, compliance, security and costs?
- You could keep up with new technologies and always had the right resources in all your locations?

## PRIORITIZING MAINTENANCE ACTIVITIES IS A CHALLENGE

Without a thorough maintenance plan that properly prioritizes tasks, valuable time and effort could be spent on the wrong activities. It is imperative to have an agile maintenance plan. Sustaining a cost-effective program requires adapting to emerging best practices and new technologies. Not only should you do the right things, but you must do the right things right.

## UNABLE TO IMPROVE SYSTEM RELIABILITY OR MAXIMIZE UPTIME

Reliability professionals know that spending too much time on reactive activities — and less time on preventive, proactive and predictive undertakings — can lead to more safety incidents, low availability and high maintenance costs. The same is true for your DCS, which is why you must have the right strategy in place. Yet you are always stuck dealing with today's demands and problems, and can never seem to get out of firefighting mode in order to start implementing a more proactive maintenance plan.

## LACK OF SKILLED RESOURCES

The knowledge and instinct required to keep plants running fades with the retirement of your experienced workforce. To complicate matters further, recruiting and onboarding the right people to properly execute your maintenance strategy is difficult and costly. Even in cases where staffing levels are sufficient to take care of the basic day-to-day activities, it's nearly impossible to justify additional headcount for strategic improvements.

# SURESERVICE PROGRAM

## GUIDED LIFECYCLE STRATEGY IMPLEMENTATION

Selecting the correct lifecycle strategy for your system doesn't have to be a daunting task. With Emerson's SureService program, it is easy to choose from four packages of bundled Lifecycle Services. The progressive tiers provide flexibility to decide how much to involve Emerson in taking care of your system maintenance, reliability and performance needs. Trained experts will guide you through the process of selecting which option will best allow you to keep your control system running efficiently and achieve maximum system reliability and performance, while delivering value-added business results.

## LIFECYCLE CONSULTANTS PROVIDE WORLD-CLASS PROGRAM MANAGEMENT

Emerson Lifecycle Consultants have access to a centralized repository of proven best practices that are shared and repeatable worldwide and across the site. As part of the SureService system reliability and lifecycle consulting assessment process, Emerson experts find and uncover risks to system availability, benchmark you against best practices, and provide a strategy and actionable plan to meet your business needs. The combination of program management oversight, KPI tracking, consultation on system updates and more result in real-time, predictive maintenance and proactive response. The fostering of cross-site distribution of knowledge and sharing problem management techniques through proven methodology and infrastructure drives improvements across the enterprise and fosters collaboration.

## GLOBAL INFRASTRUCTURE AND LOCAL RESOURCES

Automation is Emerson's core business, and an established and accessible network of factory-certified experts deliver the knowledge, experience and best practices necessary to help you achieve your business goals. Over 1,000 local technicians and engineers, coupled with more than 170 Local Service Centers around the world, ensure consistency of delivered services. Their knowledge is powered by the integration with products, technologies and delivery infrastructure that links right back to the source. Emerson subject matter experts can monitor any situation and deliver appropriate resources responsibly, effectively and consistently.

	ST100	ST200	ST300	ST400
Guardian Support & System Health Analysis	X	X	X	X
Priority Access to Subject Matter Experts		X	X	X
Scheduled Preventive Maintenance Site Visits			X	X
Guided Lifecycle Strategy, Benchmarking & Governance			X	X
Fully Outsourced Lifecycle Services				X

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