

# Resident Engineer Program

- Engineer Support
- Startup Support
- System Administration / Site-Support



*An experienced Resident Engineer can assist with a wide range of activities at your site.*

## Introduction

The Resident Engineer Program is a service designed to place an experienced, DeltaV™ distributed control system, AMS Device Manager, Machinery Health products or Syncade engineer at your site to assist with a wide range of activities from engineering to startup to system maintenance.

Emerson Resident Engineers are pre-qualified, experienced engineers that meet Emerson's standards of excellence. Emerson trains these engineers in the use of Emerson products and ensures they have on-the-job experience working at customer sites. Furthermore, Emerson resident engineers have extraordinary access into Emerson's technical support resources, enabling them to provide expert and up-to-date capability.

## How the Program Works

Rather than independently recruiting qualified engineers for temporary assignments at your site, you can rely upon Emerson's Resident Engineer Program to supplement your workforce.

Contact Emerson with project scope details. Based on your unique needs, Emerson selects a number of qualified personnel from the available pool of trained engineers, matching the desired qualifications. You then review the resumes, interview the candidates, and make selections. Resident Engineers are available for short term and long term assignments (a few weeks to a few years) for durations based on your need.

All Resident Engineer Program members have a minimum of two years' experience at Emerson's Global Service Center, where they gain in-depth skills and knowledge in troubleshooting issues of varying complexity in the DeltaV system and PlantWeb architecture. Most have on-site field experience at customer plants.

## Benefits

Resident Engineers can be deployed in a wide variety of activities from project creation to system maintenance.

### Engineering Support

Resident Engineers can participate in project activities including module configuration, custom graphics configuration, Factory Acceptance Testing, and Site Acceptance Testing.

### Startup Support

Resident Engineers can be used for staff augmentation during system startup and can assist with graphics corrections, module configuration changes, loop checks, and resolving hardware and software issues.

### System Administration / Site-Support:

Resident Engineers can serve as a dedicated Emerson engineer performing general system maintenance and administration. Tasks might include preventative maintenance, troubleshooting system issues, modifying graphics and configuration as needed, installing hot fixes, replacing hardware, or performing upgrades.

## Resources

The rigorous standards of Emerson’s Customer Support Engineering group ensure Resident Engineers have extensive professional experience in the process automation industry. Resident Engineers are skilled in the use of AMS, MHM, Syncade, DeltaV DCS Controller, Batch, Operator Interface, Communications and Infrastructure, Configuration, and Digital I/O. Engineers undergo certification programs to ensure that they are qualified to perform the services.

## Ordering Information

Contact your local business partner for more information or to request a Resident Engineer at your site.

Description	Model Number
Resident Engineer, 1 Hour	VE9115S001 (Please consult your local Emerson Process Management office for availability).

### Emerson Process Management

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 Europe, Middle East: 41.41.768.6111  
 North America, Latin America:  
 T 1 (800) 833-8314 or  
 1 (512) 832-3774  
[www.emersonprocess.com](http://www.emersonprocess.com)

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