

Guardian™ Support for AMS Device Manager

- Risk management
- Lifecycle management
- Incident management



An innovative service for achieving peak reliability and performance of your AMS Device Manager system.

Introduction

Guardian Support is a prognostic service designed to optimize the reliability and performance of your AMS Device Manager system. It is the core element for Emerson Lifecycle Services, designed to help improve your competitive advantage and bottom line business results through critical service and support information. It enables real-time visualization and management of your control system. The service can help improve productivity by analyzing data and delivering useful, relevant, critical, system-specific information to keep your plant current. It will help you make more-informed, proactive decisions about your process automation system. By making day-to-day systems management tasks fast and efficient, Guardian Support will also allow you lower operations and maintenance costs by shifting from reactive/preventive maintenance to a predictive strategy.

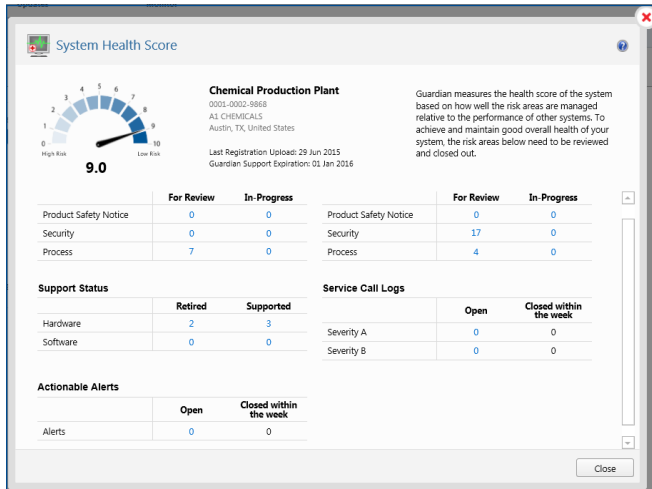
Benefits

Risk management through continuous improvement and support allows you to focus on critical business objectives. Minimize risks related to cybersecurity threats, process control disruptions or safety concerns with this valuable resource to manage constant updates. Patching, Knowledge Based Articles (KBAs) and hot fixes — left unknown or unattended — can lead to production loss, and it's important to understand the applicability, necessity and urgency of updates. You need to be fully versed in your hardware and how it can be compromised.

Guardian Support provides risk management by matching system-specific information to your systems. You'll have a proactive way to manage risk by way of a secure web dashboard and push email notifications. Improve capital efficiency and stay ahead of the technology curve with the latest software releases, including service packs and major new releases. Microsoft updates are tested and confirmed for compatibility, and then bundled for easier installation. Risk alerts are ranked for urgency, with recommendations given about what to install and when. This supports your work planning and prioritization so you can make better business decisions.



Also, a visual dashboard gauges the overall health of your system. It's an easy way to increase performance as you see which systems need attention, and which are at low risk. Drill down into your system information to immediately determine versions, hot-fixes, device installation kits, version compatibility, life cycle status and more.



Lifecycle management ensures your equipment runs reliably and is available. When done manually, it can take a lot of time to manage system hardware and software, to keep your assets current and to manage the lifecycle of all your equipment. With Guardian Support, you'll have access to a complete system inventory, so you can plan for upgrades, replacements and parts obsolescence. This is critical to sustaining your system investment as components, subassemblies and critically dependent software evolve. Use it to gain an accurate view of all the hardware, licensing and documentation in place, which is valuable for budget planning.

Product Name	Currently Installed	Support Status	User Notes
Fisher DVC5000F Series Digital Valve Controller	1	Retired	

Guardian Support provides lifecycle management by matching your enrolled system-specific hardware and software content to its associated lifecycle status via the dashboard. Email alerts provide notice whenever there is a change on the lifecycle status of enrolled hardware/software. The service keeps an updated and accurate inventory of all system components and licensing in a readily viewable format through a secure site. Additionally with Guardian Support, Emerson's Global Service Center (GSC) provides expertise and advice on maintaining your system. You can submit questions directly through the portal or make a phone call. The Guardian site provides in-depth documentation and resources to help you troubleshoot or gain extended knowledge of your system.

Incident management delivers the expertise to troubleshoot and fix system failures. Slower repair times lead to longer production downtime. You strive to make efficient use of all your resources, but there can be a huge maintenance cost, in terms of both dollars and man-hours, to troubleshoot and fix a system if you're pulling away staff that should be focusing on other issues, or if your maintenance team doesn't have the right training or skill set. You need access to experts at all times to help you through critical issues.

Guardian Support provides incident management with standard 24x7x365 coverage at no extra charge. You can call at any time, or submit questions and issues through the dashboard on the Guardian portal. The GSC prioritizes calls to respond quickly when your plant is down, and experts are always on-hand to walk you through steps to fix the issue. Information from KBAs helps onsite staff fix issues quickly and correctly, and special tools collect system data to help diagnose issues faster. With a historical record of system issues, you can view all system incidents, calls and resolution. This makes it easy to share best practices and lessons learned, distribute information across your enterprise, build skills and collaborate with all your AMS Device Manager system managers worldwide on similar issues.

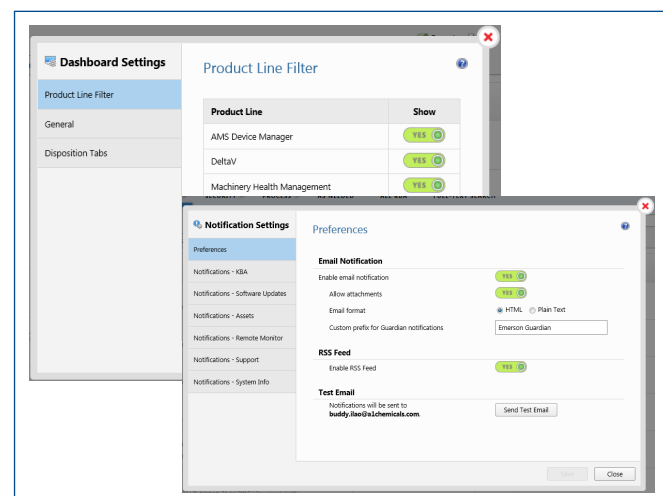


Guardian Support Features

Guardian aggregates and securely delivers personalized real-time service intelligence tailored to platform architecture and application – at the Individual System level, the Plant level and the Enterprise level. Guardian Support delivers technical support and lifecycle services for the AMS Device Manager architecture. Additionally, Guardian aggregates information related to digital field devices and Emerson Alliance partner products associated with AMS Device Manager. The result is a single point of critical system information to help you effectively manage your system. Features include:

1. Expert technical phone support by Emerson professionals to help you get the answers you need, when and where you need them.
2. Remote system diagnosis to speed troubleshooting and problem resolution, helping to reduce downtime and improve operating performance.
3. Software updates, DVD media (also available for online download), and documentation for maintenance (fix) releases, and for upgrades containing new features and functions.
4. The Guardian dashboard support website with user-configurable content specific to your systems, both real-time and historic. The Guardian website includes service features such as:

- Knowledge Base Articles (KBAs) that are matched to the system and presented in executive summary format: one click for the full article and another click to download any applicable hot-fix.
- Technical Support call management that allows you to open new calls, examine call history, and send or receive call status updates.
- Software update management that allows you to view and manage applicable Safety, Security, and Process system updates including AMS Device Manager hot fixes .
- KBA management tools to track the status of mitigation actions. New or revised KBAs are continuously re-matched to the most recently captured system content information.
- Asset Lifecycle status information listed by node name and Emerson model number to help you plan system management and sustainability investments.
- System Health Score that measures how well risks to your system's safety, security, and process are being managed.
- A License Usage screen that shows what licenses are available, assigned, and unused for each system node. This feature is also useful for demonstrating conformance of license utilization to license purchase.
- An automated Guardian Software Update Delivery (GSUD) applet that allows the user to download (either on demand or scheduled) system-specific DeltaV™ and AMS Device Manager hot fixes, Microsoft® OS Updates, Device Install kits (for DeltaV, AMS Device Manager, Ovation™, Hart, Fieldbus™, Profibus® and DeviceNet™), and text files containing the filename of the latest Symantec™ Antivirus updates.



Guardian User Configuration Settings: User-selected and system-specific notifications eliminate unwanted in-actionable messages (spam).

Service Requirements and Ordering Information

- Technical Support is available to all AMS Device Manager users. Users with AMS Device Manager version 10.5 or higher also have access to Guardian dashboard.
- System information collection requires periodic use of an automation-assisted process using the standard AMS Device Manager system registration utility. This process does not require a direct Internet system connection.
- Guardian Support is available with a choice of service windows for telephone technical support service.
- Contact **Guardian.Info@Emerson.com** for single site tag consolidation exceeding 30,000 Device Signal Tags (DST)/Tags.

Description	Model Number
Guardian Support Service with emergency telephone support (24 hours/day, 365 days/year).	AW7040STXXXX*
Guardian Support for both DeltaV system and AMS Device Manager package, both with emergency telephone support (24 hours/day, 365 days/year).	VE9048SXXXX**

*Where XXXXX represents the location's aggregate tag count, up to 30,000 tags.

**Where XXXXX represents the location's aggregate DST count, up to 30,000 DST.

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

Emerson Process Management

Asia Pacific: 65.6777.8211

Europe, Middle East: 41.41.768.6111

North America, Latin America:

T 1 (800) 833 8314 or

1 (512) 832 3774

www.emersonprocess.com/guardiansupport

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GUARDIAN™
SUPPORT

