Global Service Center

- Global Resources and 24x7x365 Access

- Factory Capability

- State-of-the-Art Facility

- Management Notification and Escalation Process

- ISO Quality and Information Security Certified

The Global Service Center provides immediate access to technical support on a 24x7x365 basis.

Introduction

The Global Service Center (GSC) is a focal point of technical support and product expertise at Emerson. Based in Manila, Philippines, the GSC facility features world-class support equipment and applications. It is staffed 24 hours a day, 7 days a week, by highly-skilled engineers and product specialists.

The GSC has a state-of-the-art facility outfitted with hundreds of workstations and servers — both virtual and physical — as well as process control systems, reliability hardware and applications, and unlimited tools for remote diagnosis and information retrieval. This equipment enables GSC engineers to set up and replicate customer issues in their laboratory, and help customers quick and efficiently resolve their most challenging problems.

The GSC has an expanded reach that allows it to immediately access product design and testing expertise in multiple factory locations based in Leicester, England; Manila, Philippines; and Austin, Texas; Knoxville, Tennessee; Eden Prairie, Minnesota; and Bradenton, Florida, in the United States. The GSC leverages the collective knowledge and proven, on-site service experience of the Emerson team worldwide, which ensures the systems supported by the GSC can be proactively maintained for optimum performance and maximum reliability.

Benefits

Global resources and 24x7x365 access: Every day, around the clock, GSC engineers are available to provide hands-on, consistent expert technical consultation and remote system diagnosis to Emerson's customers anywhere in the world. The GSC maintains a pool of approximately 200 engineers who have communication proficiency in English, Mandarin Chinese, and Spanish languages.

Through the GSC, customers have access to opportunities of collaboration with Emerson on product design improvement and development. Field Sales/Service Offices and Local Business Partners also rely on the GSC to diagnose problems and collaborate on solutions for customers working in a large variety of industries, thereby strengthening Emerson's ability to provide Best in Class local support by leveraging these global capabilities.

Factory capability: The upgrade and maintenance of technical expertise will always be a key focus area for the Global Service Center. All GSC engineers, including functional leads and technical managers, regularly undergo rigorous training and testing to equip them with the appropriate and relevant skill-set as technology continuously evolves. Also, for certified personnel, product and skills certification requirements are renewed and completed every year. This initiative enhances the professionalism and quality of services provided by the GSC team.

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Some of the key focus areas included in the GSC's extensive training program cover Microsoft and network certification; advanced product training on multiple Emerson products and services; high-level language proficiency and soft skills training; and technical support call handling/management and escalation.

Through the GSC's continuous development initiative, its engineers have acquired mastery of the supported product area specializations. Further deepening the GSC's technical competency is the long history of onsite involvement of its engineers in several elements, such as patch management, power and grounding audits, system start up and commissioning upgrades, integration testing, cybersecurity assessments, backup and recovery services, and system health monitoring.

State-of-the-art facility: The GSC has a large, state-of-the-art facility fully-equipped with extensive problem verification labs, expert staff, and powerful analytical and information retrieval tools. In addition to hardware and software for DeltaV systems, the AMS Suite, Syncade and Machinery Health products, the facility has other products, including valves, transmitters and flow devices. The team is able to build simulation setups in a modern laboratory that is constantly updated and contains multiple versions of hardware and software. These resources support the organization's objective of providing relevant and effective solutions to Emerson partners and customers, irrespective of the age of the customer's system.

Management notification and escalation process: A highly effective process has been developed and implemented for rapid resolution of critical situations involving Emerson systems products that potentially impact the safety of customers, the quality of their products or the throughputs of their facility. The Management Notification Process is part of the Emerson ISO certification and includes the following elements:

- All calls logged and tracked by severity
- Notification of Emerson executives and quality teams
- Assignment of technical team to analyze, remedy, perform root cause analysis, and take preventive action
- Recovery and analysis of all replaced hardware
- Lessons learned and corrective actions

ISO quality and information security certified: GSC follows a consistent set of processes that are ISO certified (ISO9001:2008 and ISO 27001:2013), which moves the organization to improve their tools and capabilities constantly. Management regularly reviews data from systematic customer satisfaction surveys and also tracks and evaluates operational performance metrics. These are all done to drive improvement in several key areas in order to meet and exceed customer expectations.

Among these powerful tools is a global information management system that allows real-time collaboration around incident management and knowledge management with local Emerson support locations throughout the world. It is a key resource in GSC's rapid resolution system, which aims to quickly address critical situations. All calls are logged and tracked to resolution.

Moreover, GSC strictly enforces data protection processes that adhere to ISO requirements for information security. This ensures confidential customer details used in issue investigations remain highly secure and protected against any unauthorized access.

Service Description

To request technical assistance from the Global Service Center, please visit the link below to get the list of toll-free/toll numbers in your country:

www.emersonprocess.com/technicalsupport

Prior to calling the GSC, it will be helpful to have the System ID of the product where the issue manifests, in order to improve response times.
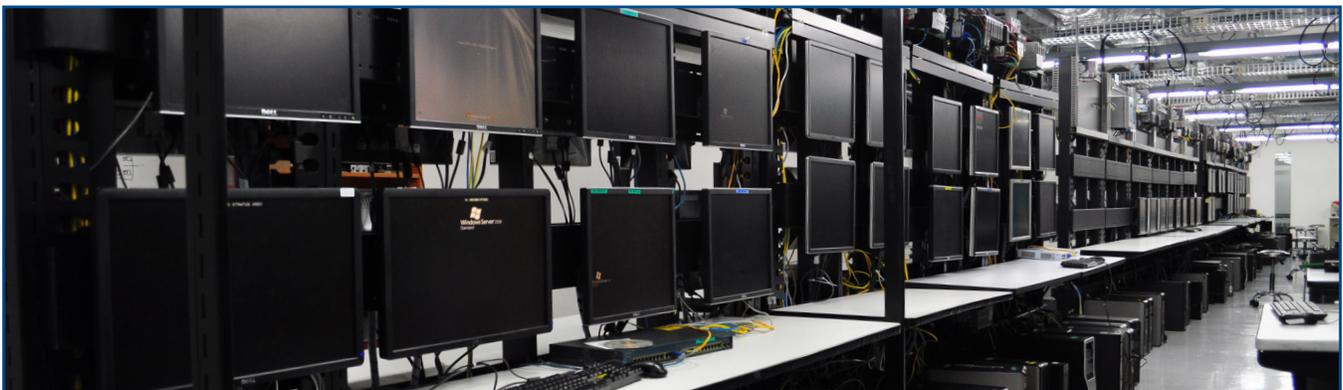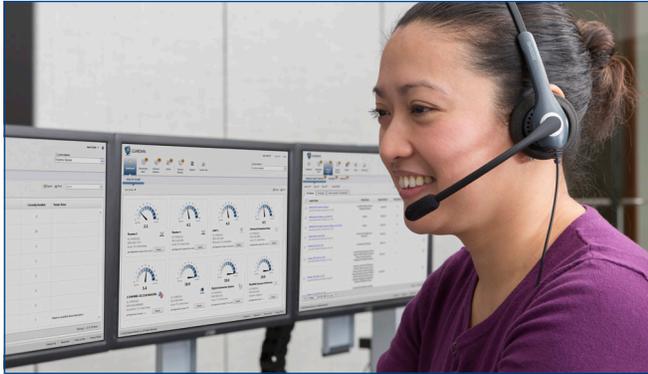
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Description	Service Support Rate	Guardian Support
24x7 Expert Technical Support	✔	✔
Remote System Diagnosis	✔	✔
Software Updates		✔
Guardian Dashboard Website		✔
Automated System Notifications		✔
Semi-Annual System Analysis Reports		✔
Guardian Software Update Delivery Service		✔
System-matched Knowledge Base Articles		✔

More Services Available with Guardian Support

Get the most out of your opportunity to work with the GSC by subscribing to Guardian Support. Guardian Support is the core element of Emerson Lifecycle Services, and it is designed to help improve your competitive advantage and bottom line business results through critical service and support information.

The regular Service Support Rate of the GSC provides 24x7x365 technical support and remote system diagnosis. This level of coverage is standard with the support agreement at no extra charge. GSC product experts are always on-hand to walk customers through steps to fix the issue as fast as possible.

However, with Guardian Support, customers have access to many additional benefits, including automated software updates for your system and the Guardian Support dashboard, which provides a central management interface from which you can monitor process automation assets.

To learn more, contact your local Emerson sales office or representative, or visit **www.emersonprocess.com/guardiansupport**

Global Service Center:
http://www2.emersonprocess.com/en-US/products-services/control-and-safety-systems-lifecycle-services/pages/technicalsupport.aspx

Contact US World Area:
http://www2.emersonprocess.com/en-US/brands/deltav/pages/contactusworldarea.aspx

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