

Optimization Services



Maximize Return on Your Ovation Investment

Proactive Support

Emerson's commitment to assisting you in maximizing the return on your optimization technology investment is accomplished through Proactive Support - our highest level of support. We will accomplish this by initially analyzing the application and then performing weekly checks to ensure maximum system utilization. On a monthly basis, our team will generate a report detailing system statistics of run time, system availability and how your pre-defined economic factors are affected.

Telephone Support

Ovation™ support is executed through our SureService center. Our engineers will work with you to gather relevant information in order to correctly identify the problem and offer corrective measures. The team stands ready 24x7 to diagnose and resolve system issues and to answer any questions on Ovation optimization solutions.

Scheduled On-Site Service

Even the most sophisticated optimization and control systems may still require routine maintenance to keep them in top operating condition. Our team of field engineers can provide services to augment your engineering capabilities. We will ensure that site critical surveys of the operation, file and logic backup and maintenance services are performed to improve operator confidence and reliability.

Software Updates

Following the initial release of a major software level, any number of smaller software updates¹ are developed to modify, enhance or fix minor issues associated with the initial release. The SureService team will work with you to review the update's applicability to your system, as well as any system configuration changes that may be required.

Software Archival

Software archiving is designed to protect the very heart of your system investment. On a periodic basis, your application software is transferred to our Pittsburgh headquarters where it is dated, archived and securely stored as a secondary mechanism to your local activity.

Tuning and Remote Engineering Service

For those occasions when tuning of the system is needed, our experienced support team can perform remote engineering of your optimization software to ensure peak performance.

¹ Ovation software updates for Ovation 3.6 systems and higher include feature pack updates

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