

OpenEnterprise™ Lifecycle Services



Emerson offers a comprehensive
Lifecycle Services approach
to help our customers achieve
maximum business value
and operational excellence



Lifecycle Services are Emerson teams that sustain and enhance existing solutions. They focus on ensuring that customer's SCADA systems meet pre-defined business objectives. A collaborative approach to system lifecycle management with Emerson reduces risk and costs, delivering improved return on investment (ROI), while maximizing business benefits.

Key benefits of OpenEnterprise Support Plan include:

- Improved decision-making with system profile and reporting turned into actionable information
- Increased staff productivity through real-time access to Expert Technical Support
- Lower operation and maintenance costs through proactive maintenance
- Simplified access to new features and enhancements that enable improvements in SCADA operations through support services
- Improved capital efficiency through the life of your SCADA investment as new technologies become available



The Building Blocks for Lifecycle Services

Emerson provides a comprehensive portfolio of Lifecycle Services to meet each customer's specific needs. We deliver on the promise of improving competitive advantage and bottom line business results through our global network of local and factory specialists. We recognize that lifecycle support needs vary at each customer location with respect to services, activity content and time commitment. We understand that each customer makes specific investments over the system lifecycle.

For these reasons, we have structured our support into three categories to provide a balance of flexibility and service to our customers:

- **System Sustainability Services (Bronze Service)** – Preserve your initial investment such that it matches the active standards of technology. These services include access to technical support, software service packs and hot fixes, along with assurance of knowing your investment in Emerson RTUs is maintained with forward compatibility with respect to RTU Firmware Updates.
- **Performance Improvement Services (Silver Service)** – Apply the best technologies with a focus accessibility to software revision upgrades (enhancements) and system analysis reports twice a year. This provides customers with the proactive information needed to improve existing performance, as well as what you need to plan for the future across the project lifecycle.
- **System Availability Services (Gold Service)**– Keep your system running with the essential day-to-day system maintenance activities designed to help achieve the highest level of certainty for system uptime. The services offered include real-time remote access support, tested and approved list of Microsoft security patches and Symantec End-Point anti-virus definitions, annual site visits for system reviews.



OpenEnterprise v3 Support Tiers

Address the Needs of Varying Customer Objectives

Because every customer has different support needs, we created our Software Support program to be flexible allowing you to choose the coverage that meets your particular needs.

OE v3 Support Contract Tiers have been designed to be flexible providing you the services you need based on your SCADA implementation. They can be purchased annually or you can purchase them in 3-year bundles for additional savings. They offer different levels of support along with access to discounts on educational services as well as reduced rate on phone support and on-site service labor.

Support Contract Levels			Features	
Bronze	Silver	Gold		
✓	✓	✓	Submit Technical Questions via Phone/E-mail (working hours)	Sustainability Services Designed to help ensure that your initial investment continues to match the technology that can be routinely supported and serviced.
✓	✓	✓	Access to Service Packs	
✓	✓	✓	Search Frequently Asked Questions/KBA	
✓	✓	✓	Search Personal SupportNet Ticket Database	
✓	✓	✓	Access to Introductory eLearning Modules	
✓	✓	✓	OE and RTU Firmware Compatibility Service	
✓	✓	✓	Education/Training Discounts at 10%	
✓	✓	✓	After-hours Phone Support (USD120/hr)	
	✓	✓	Access to Revisions/Upgrades	Performance Improvement Services Designed to focus on system reliability and improved productivity.
	✓	✓	Access to Advanced eLearning Modules	
	✓	✓	Search Company's SupportNet Ticket Database	
	✓	✓	Education/Training Discounts at 15%	
	✓	✓	System Analysis Reports	
	✓	✓	After-hour Phone Support (USD100/hr)	
		✓	Real time Remote Access Support	Availability Services Designed to achieve maximum system uptime.
		✓	List of Tested/Approved Microsoft OS Security Patches	
		✓	List of Tested/Approved Symantec Anti-Virus Definitions	
		✓	Yearly Site Visit/System Review	
		✓	Education/Training Discounts at 20%	
		✓	After-hour Phone Support (included)	

Our base level Bronze package offers access to service packs through SupportNet, our technical support management tool. Whether you call us direct or log your own ticket, SupportNet gives you the flexibility into accessing our team at the time you need us. We offer all Bronze customers access to education courses at 10% off the list training prices. Also if you need us after-hours, you will be extended to our reduced rate as a Bronze support contract holder at USD120 per hour.

The Silver package covers everything as mentioned above, and adds access to software revision upgrades over the contract period. You will also receive system analysis reports as a Silver package holder. We offer all Silver customers access to education courses at 15% off the list training prices and after-hours phone support at USD100 per hour.

Our Gold package is our premier service offering, giving you all the availability services you need to keep your system running and current. The package extends to all of the benefits mentioned above, adding access to tested Microsoft Operating System (OS) patches and anti-virus upgrades and after hour support at no charge. It also offers a yearly site visit from our team to ensure everything is running up to par.

By investing in Emerson's Gold software package, customers benefit from the assurance that OpenEnterprise is compatible and up-to-date with ever-changing Microsoft security service packs and Symantec End Point anti-virus updates.



OpenEnterprise Support Plan Features

- **Expert Technical Support by Emerson Professionals** – Get the answers you need, when and where you need them
- **Technical Support Call Management** – All contact with support staff is logged so we can get answers to you efficiently; you can search and view tickets any time
- **Remote System Diagnosis** – The end result is reduced downtime and better operating performance versus the traditional service dispatch form of problem resolution
- **Software Updates** – Access to product releases and updates containing new features
- **Patch Management** – Approval and installation status for Microsoft OS security updates and Symantec Antivirus definitions on a monthly basis (for select OS versions only)
- **License Usage** – Specifies which licenses are available, assigned and unused for each system
- **Automated Service Notifications** – Immediate notification whenever relevant actionable system information becomes available
- **System Analysis Reports** – Prepared by Emerson experts and includes day-to-day service activity for the covered service period boiled down to actionable informative charts, graphs and recommendations

SCADA System Upgrades/Migration Services

Emerson offers system engineering services for migration and upgrades. An OpenEnterprise software upgrade must be treated as a project in which research, planning, testing, mitigation and implementation must be considered to minimize risk and allow for a successful upgrade. These require careful and proper evaluation of the hardware and software specifications to go from the current release to the new release. Complexity and risk are fundamental and inherent upgrade considerations. Other considerations include: architecture changes, system lifecycle changes, graphics conversion, historian conversion, migration start, number of version jumps, hardware compatibility, capacity checks on controllers and workstations, controller configuration, custom software and the required upgrade schedule.

Technical Support

Technical Support is based upon a multi-tiered issue management environment that drives questions and issues to solutions. The environment is based upon SupportNet (http://www3.emersonprocess.com/remote/support/support_login.html), our technical question management system.

All technical support calls are captured and logged into SupportNet to provide real time visibility to a live technical support staff. Each question is reviewed and categorized immediately, providing quick turnaround on issues as well as rapid escalation to appropriate resources on more challenging questions. Through the use of SupportNet, the team goals are to:

- Collect and gather key information for initial triage, understanding and capture
- Log and distribute directly to technical support resource/knowledge base
- Document and respond solution to customers in a professional manner
- Analyze and reuse solution database to determine opportunities and improvements

SupportNet is a web-based application allowing customers to log questions at their convenience via an internet connection.

Emerson Process Management has an outstanding track record of providing systems support, migration products and services that deliver positive return on those investments and preserve the end-user's prior technology investments.



Find us around the corner or around the world

For a complete list of locations please visit us at www.EmersonProcess.com/Remote



© 2014-2015 Remote Automation Solutions, a business unit of Emerson Process Management. All rights reserved.

Emerson Process Management Ltd, Remote Automation Solutions (UK), is a wholly owned subsidiary of Emerson Electric Co. doing business as Remote Automation Solutions, a business unit of Emerson Process Management. FloBoss, ROCLINK, ControlWave, Helicoid, and OpenEnterprise are trademarks of Remote Automation Solutions. AMS, PlantWeb, and the PlantWeb logo are marks owned by one of the companies in the Emerson Process Management business unit of Emerson Electric Co. Emerson Process Management, Emerson and the Emerson logo are trademarks and service marks of the Emerson Electric Co. All other marks are property of their respective owners.

The contents of this publication are presented for informational purposes only. While every effort has been made to ensure informational accuracy, they are not to be construed as warranties or guarantees, express or implied, regarding the products or services described herein or their use or applicability. Remote Automation Solutions reserves the right to modify or improve the designs or specifications of such products at any time without notice. All sales are governed by Remote Automation Solutions' terms and conditions which are available upon request. Remote Automation Solutions does not assume responsibility for the selection, use or maintenance of any product. Responsibility for proper selection, use and maintenance of any Remote Automation Solutions product remains solely with the purchaser and end-user.

Find us in social media



RemoteAutomationSolutions



Emerson_RAS



Remote Automation Solutions Community



Remote Automation Solutions



Global Headquarters North America and Latin America

Emerson Process Management
Remote Automation Solutions
6005 Rogerdale Road
Houston, TX, USA 77072
T +1 281 879 2699
F +1 281 988 4445

www.EmersonProcess.com/Remote



Europe

Emerson Process Management
Remote Automation Solutions
Unit 8, Waterfront Business Park
Dudley Road, Brierley Hill
Dudley, UK DY5 1LX
T +44 1384 487200
F +44 1384 487258



Middle East and Africa

Emerson Process Management
Remote Automation Solutions
Emerson FZE
PO Box 17033
Jebel Ali Free Zone - South 2
Dubai, UAE
T +971 4 8118100
F +1 281 988 4445



Asia Pacific

Emerson Process Management
Remote Automation Solutions
1 Pandan Crescent
Singapore 128461
T +65 6777 8211
F +65 6777 0947

Remote Automation Solutions

