

# Field Services

Verification, Commissioning and Technical Assistance

The purpose  
of our business  
is to serve  
our customers.



[EmersonClimate.com/RetailSolutions](http://EmersonClimate.com/RetailSolutions)



EXTENSIVE  
BACKGROUNDS  
& SKILL SETS



20+  
NATIONWIDE FIELD  
SERVICE TECHS



YEARS OF  
COMBINED  
EXPERIENCE



800+  
SITES VISITED  
PER YEAR



# Realize the full potential of your facility's energy management system.

Retail Solutions' Field Service team brings professionalism and expertise to each job site, backed by extensive industry experience. With our knowledge and diverse capabilities we are willing and able to take on any challenge. We recognize the purpose of our business is to serve our customers and we are committed to providing each customer with a world class customer experience.

## Our Commitment



**EXCEED**  
STANDARDS  
& PROVIDE  
QUALITY



**EXTENSIVE**  
REACH OF  
SERVICES WITH  
NATIONALTEAM



**ENABLE**  
REDUCTION  
IN ENERGY &  
PRODUCT LOSS



**EXECUTE**  
RESULTS SAFELY-  
OSHA & NFPA70E  
COMPLIANT

## Our Process

Emerson's Field Services allows organizations to minimize cost and improve customer satisfaction through comprehensive service management and efficient service delivery. Our process increases productivity and streamlines the work flow. It allows for all of the basic field service functionality including EMS startup, competitor overlays, technical assistance, e-commissioning, n-commissioning, and EMS retrofits.



## Our Service Features

Emerson's Field Services benefits both new facilities and facilities that are already open for business. With all services, Emerson conducts a thorough inspection of the store and provides specific recommendations for improvements. We provide recommendations specific to the customer and their site, while also offering technical training.



### EMS Startup

- Ensure proper installation of EMS
- Confirm programming is accurate for the store layout and aligns with customer strategy



### Competitor Overlays

- Replacement of current central control with Emerson central controls
- Compatible with IO boards
- Conversion tool to optimize work with Emerson controls
- Develop and maintain training program



### Technical Assistance

- Improve the user experience from installation to problem resolution and warranty fulfillment
- Programming expertise around product simulator



### E-Commissioning™

- Focus on energy reduction and ensure proper operation of existing HVAC, lighting, and refrigeration
- Provide report of top energy savings and recommendations
- Establish setpoints to ensure optimal operation



### N-Commissioning™

- Inspect new facilities to confirm they are constructed as specified
- Failure points are documented in a report to the retailer so they can address issues with the installer



### EMS Retrofits

- Advanced security upgrades to unsupported technology
- New technology ensures a higher level of security and new features

## Take Action Now

Learn more about what field services can do for you! For more information on additional Emerson services and other benefits of Emerson facility controls, please email: [RetailSolutionsMarketing@Emerson.com](mailto:RetailSolutionsMarketing@Emerson.com) or contact an account manager at 770.425.2724.