

# Wireless Plant Networks After Project Support Services



*Wireless Plant networks (WPN) support that enables exceptional business results over the WPN Life Cycle*

- Expert support when you need it
- Maximize manufacturing availability
- Achieve and maintain peak performance
- Minimize maintenance costs

## Introduction

Emerson's Smart Wireless Plant Network solutions provide seamless integration of wireless technologies with existing wired networks to address process industry needs. These wireless technologies can solve difficult plant problems and improve plant operations.

Emerson's Lifecycle Services mission is to enable our customers to achieve exceptional business results through

our leadership in technology, people, products and services anywhere in the world. To deliver on this mission, Emerson integrates its global service organization, service quality processes, and a comprehensive portfolio of automation system support services.

Emerson's Service Portfolio is designed to help our customers maximize the Smart Wireless Plant Network availability, keep applications running at peak performance, ensure WPN Security and lower maintenance cost.

Emerson's Certification Program sets the standard for Emerson's local service facilities and ensures that individuals have the resources, experience, skills, work methods and tools required to deliver competent and reliable service, globally.

## Benefits

**Expert support when you need it.** Wireless Product Technical Support provides subscribers a variety of ways to access our expert support engineers for an unlimited amount of product technical support, including a toll-free phone number, email address and customer support website.

Your call for technical support will receive top priority via our state-of-the-art call tracking system. Our call tracking system enhances our ability to quickly resolve your technical issues by storing your system call records and serving as an information repository containing a wealth of technical information.

Further, Emerson's remote diagnostics capability can connect your WPN to our factory experts for rapid and effective issue resolution.

**Maximize manufacturing availability.** Emerson's global network of service organizations provide local on-site support and access to spare parts that complement Emerson's technical support and remote diagnostics capabilities providing customers with complete WPN support solutions over the WPN Life Cycle.

**Achieve and maintain peak performance.** Many plants have limited qualified staff to execute wireless system changes. Emerson can supplement the capability of your existing staff with wireless consultants. Our expert capabilities can prove vital for successfully and efficiently making occasional wireless system changes that can increase your system availability, end-product quality, production yield, material savings or throughput.

**Minimize maintenance costs.** Emerson's WPN service solutions are customized to meet each customer's unique support requirements by providing customers with access to Emerson's industry leading support infrastructure and certified personnel to effectively solve issues and focus on prevention and continuous improvement. The combined effect of this strategy provides customer with greater wireless system availability, output and lower service cost over their WPN life cycle.

## Service Level

Smart Wireless Plant Network Support addresses After Project Services for Emerson's Smart Wireless Plant Networks installed by Emerson Qualified and authorized organizations.

## Service Description

Emerson's SureService portfolio allows our customers to select the right service for the right time considering process criticality and the customer's level of resources and interests.

Emerson's Smart Wireless Plant Network services options include:

- Expert Technical Support
- On-site Emergency Service
- Preventive and Reliability Maintenance
- Spare Parts Program
- Application Enrichment

## Expert Technical Support

Emerson delivers Smart Wireless Plant Network support through a combination of Factory and local Emerson authorized organizations and in partnership with Cisco Systems SMARTnet Services.

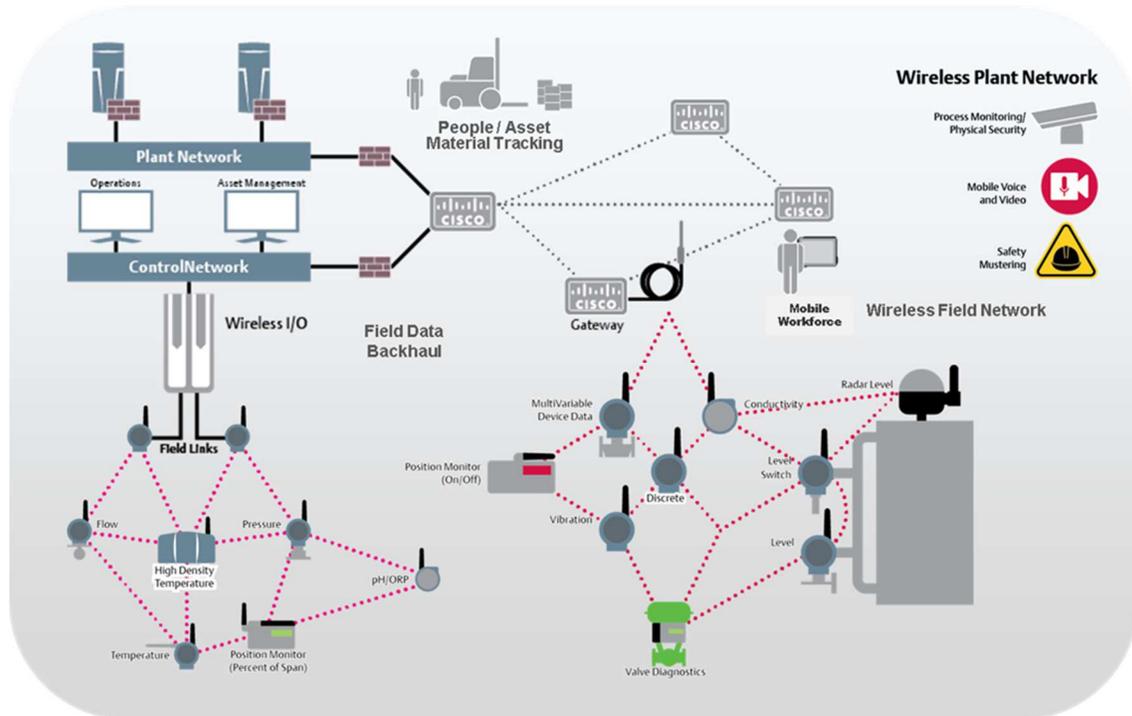
Emerson's WPN Expert Technical Support includes Cisco SMARTnet for the Wireless LAN Controller and the Access Points, including Cisco hardware replacement.

The Emerson Global Service Center (GSC) is the customer's single point of contact for WPN Expert Technical Support.

**Technical Phone Support:** Technical Phone Product Support includes access to Emerson's Global Service Center with Emergency 24 x 7 Hours coverage. Technical assistance is provided for questions or concerns regarding how the Wireless Plant Network (WPN) works and what it will do, issue resolution, locating technical information and providing advice that can be based on non-application-specific solution knowledge.

**Wireless Remote Diagnostics:** At the customer's request, Emerson's Wireless Specialists can remotely log on to the customer's automation WPN system to perform online troubleshooting. By remotely logging on to a system, the Emerson Wireless Specialist is able to solve issues more quickly and efficiently than through telephone support alone.

**Call Escalation:** Emerson Process Management maintains a formal issue escalation policy and process that is responsive to the operational impact the issue may have on the customer's ability to sustain plant operations. There are pre-defined operational impact categories that allow consistent communications with management and other departments concerning the effects of a given issue as follows:



Emerson tracks support calls in a global Call Tracking System (CTS). This capability enables Emerson to maintain a detailed record of each technical support call opened for each installed system. When a technical support request is received, the Emerson Wireless Specialist will open a call in Emerson’s Call Tracking System (CTS) and compile information on the issue from the customer.

The Emerson Wireless Specialist will work with the customer via phone/email using diagnostic tools, procedures, Emerson’s Product Engineering Group, and an extensive global information database to provide the needed help as quickly and efficiently as possible.

Emerson will make appropriate efforts to diagnose the issue by phone, remote diagnostics and to apply appropriate Emerson technology resources. The speed of issue resolution will depend upon the operational impact of the call, availability of diagnostic information, and issue complexity.

On-site diagnostics and resolution assistance will be available through Emerson’s Local Support Organization under a local service agreement or on a Time and Material basis.

### On-Site Emergency Service

This service will mobilize a local Emerson Process Management Field Service Specialist in the event telephone technical support or remote diagnostics fail to

determine the actions required to resolve the product technical issue.

This service will commit availability of a wireless specialist for on-site support within an agreed-upon time period as specified in the service agreement. The Customer will request a service visit by directly contacting the Local Emerson Service Office. They will in turn dispatch a certified Service Specialist to the customer’s site within the specified response time.

**Exclusions:** In cases where the Smart Wireless Network hardware to be removed and replaced is located above ground, the hardware removal and replacement is to be performed by the customer’s authorized personnel under the technical guidance of Emerson Authorized Local Support Organization Field Service Specialist.

In cases where the customer has third party/customized product applications integrated with the Wireless Plant Network hereby defined, Emerson Process Management will work with the customer to isolate technical support issues to the point that the issue is determined to be related to the third party/customized product or application.

### Preventive and Reliability Maintenance

This Service provides a certified Emerson Wireless Specialist on-site to assess the Wireless Plant Network (WPN) performance through various diagnostics and preventive maintenance routines in order to establish the

health of WPN and make recommendation to maintain and improve the WPN operational reliability. Such routines will include but will not be limited to physical inspection of WPN installation, qualification of the WPN communications integrity and determination of WPN power condition.

Emerson Process Management will initiate the scheduling of planned maintenance visits with the customer's designated contact personnel. All site visits will be scheduled to the mutual convenience of both parties. The frequency and duration of service visits, specific services to be performed, and equipment to be serviced will be established in advance.

During each service visit, Emerson wireless specialists will log all findings and observations. This ongoing service record will become the Preventive Maintenance Profile for the WPN system. The Preventive Maintenance Profile will help evaluate trends that may detect impending WPN issues before they occur.

### Spares Support Program

There are a number of options available to our customers to accommodate their Smart Wireless Network spares support needs including:

- Spares can be purchased as part of the project including Wireless LAN Controller firmware revisions and Controller replacement service.
- Spare access and replenishment is provided with the local service agreement including all Access Points and the Wireless LAN Controller.

### Application Enrichment

Application Enrichment provides technical application consultation for Emerson supported products and solutions. Application Enrichment deliverables can include phone or on-site consultation and project specific solutions. This may include Wireless Plant Network access point hardware changes, additions, network performance evaluation, security assessment or network application changes or additions.

Application Enrichment can be delivered in one of two forms:

- As flexible service bank of hours, or
- As a turn-key project with defined scope and deliverables.

**Note:** Application Enrichment is not applicable to non-standard products or solutions that require source code modifications to Emerson products.

### Service Availability

Smart Wireless support services are available to Emerson customers with Emerson Smart Wireless Solutions worldwide. Service availability may vary by location.

### Service Delivery

Emerson delivers Smart Wireless Plant Network support through a combination of Factory/Emerson Authorized Local Support Organizations, in partnership with Cisco Systems SMARTnet Services and under customized local service agreements.

### Emerson Responsibilities:

- Provide an Emerson-certified Wireless Field Service Specialist for on-site service related activities per agreed upon conditions.
- Perform troubleshooting and issue resolution in accordance with established product guidelines.
- Document all work performed and parts replaced in a Field Service Call Report for customer verification, invoicing when applicable, and future reference.
- Acquire safety training as required by the Customer.

### Customer Responsibilities:

- Provide plant site access to the Emerson Wireless Specialist.
- Provide access to the system and related devices, and to the appropriate site technical personnel to facilitate effective issue resolution.
- Provide the Emerson Wireless Specialist with applicable site safety information applicable site safety information and a safe working environment.
- When Time and Materials apply, provide a purchase order upon requesting the dispatch of a Wireless Specialist for corrective maintenance time and materials.

### Service Pricing Approach

Emerson provides Smart Wireless Plant Network services on a quote basis that requires a written project scope of work, deliverables, timing and budget. A written proposal is to be issued by the Local Emerson Organization performing the work prior to order acceptance.

**Ordering Information**

Description	Model Number
Wireless Expert Product Technical Support with emergency telephone support (24hours/day, 365 days/year); for 1 to 5 wireless access points count	VE9136E001
Wireless Expert Product Technical Support with emergency telephone support (24hours/day, 365 days/year); for 6 to 15 wireless access points count	VE9136E002
Wireless Expert Product Technical Support with emergency telephone support (24hours/day, 365 days/year); for 16 to 25 wireless access points count	VE9136E003
Wireless Expert Product Technical Support with emergency telephone support (24hours/day, 365 days/year); for 26 to 50 wireless access points count	VE9136E004
Wireless Expert Product Technical Support with emergency telephone support (24hours/day, 365 days/year); for 51 to 100 wireless access points count	VE9136E005
Wireless Expert Product Technical Support with emergency telephone support (24hours/day, 365 days/year); for 101 to 150 wireless access points count	VE9136E006
Wireless Expert Product Technical Support with emergency telephone support (24hours/day, 365 days/year); for 151 to 200 wireless access points count	VE9136E007
Wireless Expert Product Technical Support with emergency telephone support (24hours/day, 365 days/year); for 201 to 300 wireless access points count	VE9136E008
Wireless Expert Product Technical Support with emergency telephone support (24hours/day, 365 days/year); for 301 to 400 wireless access points count	VE9136E009
Wireless Expert Product Technical Support with emergency telephone support (24hours/day, 365 days/year); for 401 to 500 wireless access points count	VE9136E010
<p>The technical support is provided by Emerson Global Service Center (GSC) and may also include Cisco SMARTnet as part of the package based on the following options:</p> <ul style="list-style-type: none"> <li>▪ Next Business Day spare parts shipment</li> <li>▪ Same Business Day spare parts shipment</li> </ul> <p>Cisco SMARTnet is added upon request and will be based on precise Bill of Materials included on the project (part numbers, quantities and serial numbers are required to conclude the purchase).</p> <p>Other Wireless Plant Network services such as Emergency On-Site Support, Scheduled Visits, and Remote Site Monitoring are available through Emerson’s global network of support organizations on a per quote or service agreement basis.</p>	

\* Please contact factory for WPN technical support services applicable to sites with more than 500 wireless access points.

\*\* The Spare Parts Exchange Program is applicable to Cisco components only. For other partner components (such as Panasonic, Aeroscout, Audisoft, IV&C, etc.), extended warranty programs can be evaluated on a case-by-case scenario.

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Asia Pacific: +65.777.8211

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North America, Latin America: +1 800.833.8314 or

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Asia Pacific: +65.777.8211

Europe, Middle East, Africa: +48.22.630.2443

North America, Latin America: +1 412.963.4000

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