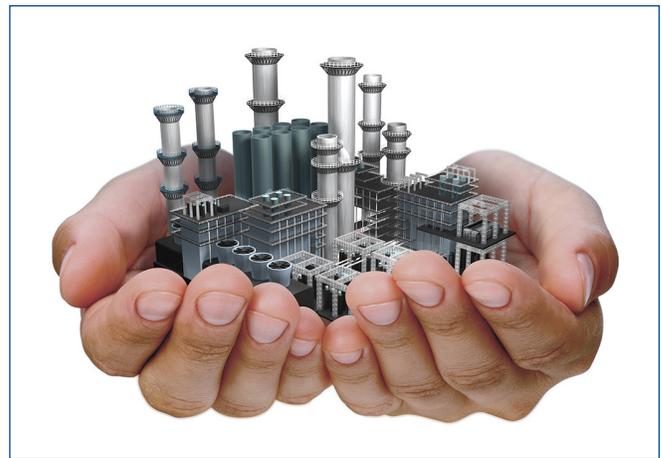


SureService™ Program

The SureService Program Provides You With:

- Best-in-Class System Reliability.
- Priority Resolution of Technical Issues.
- Confidence in Your Control System.
- Time to Focus on Your Core Business.



SureService provides you with the peace of mind to know your control system will perform when it counts.

Introduction

Unplanned shutdowns are expensive and impact your profitability. That is why so much work and planning goes into ensuring your automation system is never the cause of one. Your distributed control system (DCS) is the brain of your plant, and just like any other investment, it requires special attention — you can't simply turn it on and forget it. When your DCS has a problem, it can lead to production slowdowns, or worse, a shutdown. Effective planning and execution of necessary Lifecycle Services is essential to maintaining production levels and preventing loss of revenue. The right mix of maintenance activities will help you operate safely, consistently and economically, while improving your asset reliability and further preserving your investment.

While no one intends to set up their assets for failure by not providing the proper strategy, many companies struggle to get started. Even for those that believe they have a good strategy, they may not be measuring the correct Key Performance Indicators that allow modifications when something isn't working. So the question is — does your Lifecycle Strategy result in best-in-class system reliability, allowing you to achieve maximum profitability?

Benefits

Best in Class System Reliability

Understanding how to unlock maximum value from your systems is critical to achieving your goals. Reliability professionals know that spending too much time on reactive activities — and less time on preventive, proactive and predictive undertakings — can lead to more safety incidents, low availability and high maintenance costs. The same is true for your DCS, which is why you must have the right strategy in place.

Selecting the correct Lifecycle Strategy for your system doesn't have to be a daunting task. With Emerson's SureService program, it is easy to choose from four packages of bundled Lifecycle Services. Trained experts will guide you through the process of selecting which option will best allow you to keep your control system running efficiently and achieve maximum system reliability and performance, while delivering value-added business results.

Priority Resolution of Technical Issues

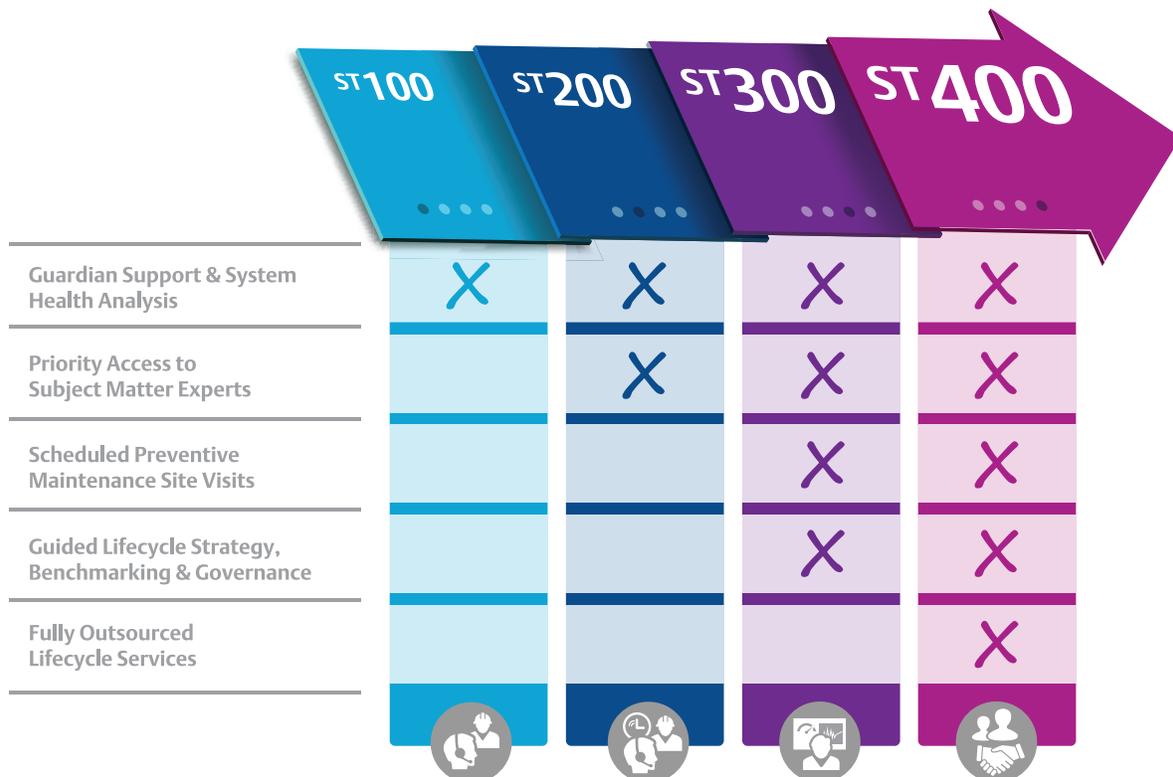
Emerson’s Guardian™ Support enables real-time visualization and management of your control system, which can be complemented with a designated factory technical lead to coordinate all high-level support activity for your covered sites. This will allow you to achieve faster resolution to issues when you need it. The technical lead is a subject matter expert familiar with your installation, application and operating practices. Your technical lead will apply this knowledge to help resolve complex system issues. This oversight and intervention approach will provide faster access to information and better decision making through access to the skills and experience in supporting thousands of systems worldwide.

Confidence in Your Control System

Take the guess work out of how to get the maximum value out of your system. Emerson’s system reliability and lifecycle consultants have access to a centralized repository of proven best practices that are shared and repeatable worldwide and across the site. As part of the SureService system reliability and lifecycle consulting assessment process, Emerson experts find and uncover risks to system availability, benchmark you against best practices, and provide a strategy and actionable plan to meet your business needs.

Time to Focus on Your Core Business

Automation is Emerson’s core business, and an established and accessible network of factory certified experts deliver the knowledge, experience and best practices necessary to help you achieve your business goals. Over 1,000 local technicians and engineers, coupled with more than 170 Local Service Centers around the world, ensure consistency of delivered services. Their knowledge is powered by the integration with products, technologies and delivery infrastructure that links right back to the source. Emerson subject matter experts can monitor any situation and deliver appropriate resources responsibly, effectively and consistently. When Emerson becomes an integrated part of your team to ensure your control system performs when it counts, it allows you to focus on your core business — the process.



Service description and features

With Emerson's SureService program, it is easy to choose from four packages of bundled Lifecycle Services. The progressive tiers provide flexibility to decide how much to involve Emerson in taking care of your system maintenance, reliability and performance needs. Each of the tiers build upon one another, allowing you to find the package that best meets your needs.

ST100 — A set of services that provide core support needs for your system.

ST100 includes:

Guardian Support

Emerson's Guardian Support enables real-time visualization and management of your control system:

- 24x7 expert technical support and remote system diagnosis speeds up troubleshooting and resolution, reducing downtime and improving performance.
- Software updates help you maximize value-add features and functions in system software updates.
- Support portal and dashboard provide system-specific information including system health score, knowledge base articles, Microsoft security updates, asset lifecycle status and issue resolution tracking.
- Automated notifications provide relevant and actionable system information via email or RSS web feed.
- System analysis reports highlight specific areas requiring action to maximize system availability and reliability.

Site Evaluation Service and Spare Parts Analysis

Site Evaluation Service assesses the site across several dimensions and provides a quantitative measure of performance in a detailed site report covering:

- Health of installed hardware and software.
- Product lifecycle and continued serviceability status.
- Backup and restore activities.
- Status of cyber protection for best performance.
- Performance of alarms against ISA-18.2 standards.
- Recommended spare parts inventory based on OEM installed hardware.

ST200 — Designated support team that provides priority handling for your system's emergency support needs.

Includes all ST100 Features, plus:

Designated Technical Lead

Emerson will designate a Technical Lead to be your consistent connection to the next level of expertise. The Technical Lead will utilize their domain knowledge and be backed by experts in DeltaV™ Product Engineering and the DeltaV Technology organization to resolve complex system issues. The relationship with the Technical Lead will be established and developed through periodic meetings, person-to-person email exchanges and telephone conversations as needed. This approach will provide continuity of support and a climate of teamwork and open communications.

Priority Call Handling and Escalation

In addition to the exclusive professional and expert advice, the Technical Lead will facilitate priority call handling and escalation through oversight and intervention. Whenever you or a member of your team call the Global Service Center (GSC), the Technical Lead is notified via email within 60 minutes of the call. The Technical Lead has the discretion to participate in the progress of any call, as deemed necessary. The Technical Lead will complement the local resources and those of the GSC wherever expert technical input is needed, and further facilitate interaction to ensure responsiveness. Because this expert is familiar with the previous call history of the account, the Technical Lead is able to quickly align with the caller, leading to efficient call progression, rapid response and resolution.

Proactive System Analysis Report

Emerson has developed and implemented tools for diagnostic purposes that provide insight into the health of your DeltaV DCS. These data collection tools will be utilized to gather a large volume of data from the DeltaV system twice a year. After the Technical Lead performs a thorough analysis, a report is prepared to help diagnose the most likely root causes for key findings. Recommended actions are then provided to you and the local service provider to enable a collaborative and quick resolution of the issues. This proactive detection of irregular health conditions facilitates resolution before they lead to costly unplanned downtime.

Optional On-Site Visit by Technical Lead

SureService ST200 offers an optional annual site visit from your Technical Lead to meet with appropriate system administration personnel, become/stay familiar with the site architecture, review training requirements, and address any customer defined items. The length of the proposed site visit will depend upon system size and complexity.

The main objectives of the annual site visit are to:

- Reinforce team relationship and allow the Technical Lead to become knowledgeable of the site architecture, system requirements and work practices.
- Discuss site specific system issues and provide guidance to mitigate those issues. If required, subsequently follow-up specific issues with site.

Recommended Add-on Services:**Emergency On-Site Support Services**

The Emergency On-Site Service will mobilize a local Emerson or Partner Certified Field Service Specialist to the site to resolve the technical issue. There are three general types of Emergency On-Site Service plans available:

- Next Business Day — One hour phone response and next business day dispatch (Monday — Friday, local business hours).
- Same Business Day — One hour phone response and same day dispatch (Monday — Friday, local business hours).
- Seven Days per Week, 24 Hours per Day — One hour phone response and dispatch within four additional hours.

Local Scheduled Services

The Scheduled System Maintenance visits are typically purchased in a bank of hours to be used during standard business hours. In general, Emerson or Partner Certified Field Service Specialists will perform maintenance tasks focused on seven core categories related with the DeltaV DCS:

- System updates and hotfixes
- Controllers
- Cabinet
- Workstations
- I/O Subsystems
- Network
- DeltaV SIS™ Maintenance

ST300 — A comprehensive program that meets all of your system reliability needs and provides governance across your systems.

Includes all ST200 Features, plus:**System Reliability and Lifecycle Consulting**

Emerson will dedicate a Program Manager to serve as your comprehensive lifecycle consultant. They will enable development, implementation and preservation of your lifecycle strategy. These Lifecycle Consultants have access to a centralized repository of proven best practices that are shared and repeatable worldwide and across the site.

They find and uncover risks to system availability, benchmark you against best practices, and provide a strategy and actionable plan to meet your business needs. The combination of program management oversight, KPI tracking, consultation on system updates and more result in real-time predictive maintenance and proactive response. The fostering of a cross-site distribution of knowledge and sharing problem management techniques through proven methodology and infrastructure drives improvements across the enterprise and fosters collaboration.

The Program Manager will develop, implement and maintain:

- Guided Lifecycle Strategy
- Governance and Escalation
- Dedicated Standards, Processes and Tools
- KPI Dashboard
- Collaboration Platform for Storing and Sharing
- Root Cause Analysis Reports
- Industry Benchmarking and Best Practice Sharing
- Assessment and Consultation on Knowledge Base Articles (KBAs)
- Spare Parts Assessment and Recommendation
- Customized Role Based Curriculum Plan and Tracking Tool

Designated Local Technical Lead

To provide even further continuity within the Emerson Network, a Designated Local Technical Lead will be assigned to provide the On-Site Support Services. This approach will provide continuity of support, along with a climate of teamwork and open communications.

DeltaV Factory Module Replacement (FMR)

The standard hardware warranty period for the DeltaV DCS and safety instrumented system (SIS) is 12 months from initial installation, but not greater than 18 months after shipment. Factory Module Replacement service extends the standard hardware warranty, and supports the essential spares requirement for your DeltaV DCS/SIS, by providing direct access to required spares from Emerson.

DeltaV System Health Monitoring

Emerson's DeltaV System Health Monitoring (SHM) service automatically checks important health information of system assets such as controllers, DeltaV DCS servers and workstations, SIS controllers, switches, firewalls, DeltaV Virtualization infrastructure, CIOCs, UPSs, and non-DCS servers and workstations.

The SHM solution sends notifications when observed health diagnostics are outside of expected normal operating ranges. These alerts are initially sent to Emerson's Remote Monitoring Center, where they are then triaged, analyzed and tracked. The identified alerts, along with recommended mitigating actions, are then quickly communicated to the local Emerson certified service experts and site maintenance personnel. The goal is to address the site's critically important automation system asset maintenance issues before they escalate into potential process disruptions.

Basic Cybersecurity Assessment Service

This interview-based vulnerability assessment and report provides an initial high-level, first-pass cyber assessment of a given site or system. The results of this assessment exercise offer insight to general remediation opportunities and provide direction into which particular cybersecurity segment(s) needs immediate attention. This report can also be used to determine which sectors require a more thorough review and remediation first.

Alarm Services — Alarm Analysis and Reports

The ISA-18.2 Alarm Management Standard has been a milestone for industries using modern control systems with alarm functionality. It defines the alarm management lifecycle, reviews alarm management issues, and establishes terminology, concepts and requirements. It is recognized as Good Engineering Practice by insurance companies and regulatory agencies (e.g. OSHA). The Alarm Services — Alarm Reports can help you by identifying "bad actor" alarms, providing recommended remediation to manage your alarm load and help comply with ISA-18.2 standards.

ST400 — A strategic alliance in which Emerson takes responsibility for your system maintenance, reliability and performance.

SureService ST400 allows you to focus on your core business — the process. — while Emerson takes full responsibility for your automation system's maintenance, reliability and performance. Emerson will become an integrated part of your team. Automation is Emerson's core business, comprised of an established and professional network of factory certified experts, and powered by the integration with products, technologies and delivery infrastructure that links right back to the source. By forming a strategic partnership and shifting your system's needs to Emerson, it will allow you to meet and exceed your business goals. To ensure your objectives are achieved, your Emerson Program Manager will drive a comprehensive lifecycle strategy comprised of any services deemed necessary to deliver optimal KPIs.

Includes all ST300 Features, plus:**Fully Outsourced On-site Services**

- Resident Engineers.
- Expanded set of performance KPIs, including defined time to repair.

Alarm Services — Alarm Flood and Nuisance**Alarm Remediation**

Alarm performance deficiencies identified in the alarm reports can be addressed through a variety of remediation by leveraging DeltaV Alarm features: e.g. conditional alarming, first out alarming and dynamic flood suppression.

Advanced Cybersecurity Assessment

A comprehensive baseline DeltaV DCS cybersecurity vulnerability assessment and report identifies control system security vulnerabilities and recommends mitigating actions to help achieve the site's control system cybersecurity integrity requirements.

This service element includes pre-assessment expert cybersecurity consultation service (either on-site or via conference call), reviewing of existing policies/procedures, control system drawings, best practices and network architecture review.

Then, an on-site visit is required to fully explore all aspects of the currently installed cybersecurity processes, policies, procedures and enforcement activities.

Control Performance Improvement

The Loop Services Express two-step process includes data collection and analyses, followed by a comprehensive report that will provide a closer look at the key loops requiring attention. With the help of process personnel, the field service engineer will enable the plant area to collect data that can be further analyzed and identify key process loops. The data is transferred by the field service engineer to Emerson specialists for further analysis using various software tools and process simulation. The second step involves the creation of a plant performance report, which outlines a remediation plan for the process loops requiring attention. In some cases, opportunities for advanced process control can be identified.

Automated Patch Management Service

Every month, there are new Microsoft security updates, Symantec anti-virus updates and DeltaV DCS hotfixes that need to be acted upon. Emerson's Automated Patch Management Service provides an effective solution that address the five deployment steps — identification of required Emerson-approved updates, acquisition of update executables, distribution to appropriate DeltaV DCS nodes, installation and compliance auditing.

Emerson tests these updates against DeltaV versions to assure their installation will not cause any issues. Then the list of Emerson approved updates (WSUS metadata, etc.) is sent to subscriber sites, where the approval lists are automatically distributed to the subject DeltaV systems. The DeltaV systems can then be updated per these approval lists.

Backup and Recovery Services

Emerson's Backup and Recovery Services are an easy-to-use, easy-to-manage enterprise class data backup and disaster recovery solution for your DeltaV DCS, AMS Suite and other critical files, folders and databases. Emerson's Backup and Recovery Services provide expert consultation, implementation, verification and recovery support for Emerson's Backup and Recovery solution.

DeltaV Upgrade Service

Software upgrades sometimes require major planning, risk assessment and careful execution. Emerson's expert software engineers will safely apply the latest software features to your application. Professionals will perform expert planning, specialized custom testing and risk assessment on a system simulated to match your site specifics to provide a smooth transition when upgrading DeltaV software. This service is designed to efficiently minimize the risk of implementing upgrades, allowing you to leverage the latest advances in software technology with confidence.

Power and Grounding Integrity Service

Power and Grounding Service modules are specifically designed to address all aspects of system inspection and maintenance throughout the system lifecycle. All services are performed by certified specialists to improve process availability, and reduce time and costs of rectifying power and grounding issues.

User Group Attendance

Inclusion of this option provides complimentary attendance to the Emerson Exchange User Group annual conference. It does not cover travel expenses or lodging. Meals are provided during the conference.

Emerson Global Users Exchange enables users to leverage their investment in the Emerson Process Management technologies they currently use, and have a lasting impact on their success.

The conference provides the opportunity to attend hundreds of workshops, short courses and training sessions that will enhance users' professional development and increase their value to their companies. In addition, the Industry and Technology Forums will give users an opportunity to learn about the latest industry and technology trends.

Service Feature	ST100	ST200	ST300	ST400
Guardian Support	✓	✓	✓	✓
Site Evaluation Service including Spare Parts Report	✓	✓	✓	✓
Designated Emerson Technical Lead <ul style="list-style-type: none"> • Priority Call Handling through Oversight and Intervention • Proactive System Analysis Report to Identify Areas of Improvement • Professional and Expert Advice When the Need Arises 		✓	✓	✓
<ul style="list-style-type: none"> • Annual On-site Visit by Emerson Technical Lead with Detailed System Health Report 		○	✓	✓
Scheduled System Maintenance	○	○	✓	✓
Emergency On-Site Service - Including Defined Time To Respond	○	○	✓	✓
Emergency On-Site Service - Including Defined Time To Repair				✓
Designated Local Technical Lead	○	○	✓	✓
Assessment and Consultation on Knowledge Base Articles (KBAs)	○	○	✓	✓
Implementation of Applicable Actions as Defined by KBAs	○	○	✓	✓
System Reliability and Lifecycle Consulting <ul style="list-style-type: none"> • Emerson Program Manager • Guided Lifecycle Strategy • Governance and Escalation • Dedicated Standards, Processes & Tools • KPI Dashboard • Collaboration Platform for Storing and Sharing All Program Materials • Root Cause Analysis Reports • Industry Benchmarking & Best Practice Sharing • Spare Parts Assessment and Recommendation Report • Team Review Meetings • Customized Role Based Curriculum Plan and Tracking Tool 			✓	✓
DeltaV™ Factory Module Replacement Service (FMR)	○	○	✓	✓
DeltaV™ System Health Monitoring	○	○	✓	✓
Basic Cybersecurity Assessment Service	○	○	✓	✓
Alarm Services - Alarm Analysis and Reports	○	○	✓	✓
Alarm Services - Alarm Flood and Nuisance Alarm Remediation	○	○	○	✓
Advanced Cybersecurity Assessment	○	○	○	✓
Control Performance Improvement	○	○	○	✓
Patch Management Service	○	○	○	✓
Backup and Recovery	○	○	○	✓
Resident Engineer	○	○	○	✓
DeltaV™ Upgrade Service	○	○	○	✓
Power and Grounding Integrity Service	○	○	○	✓
User Group Attendance	○	○	○	✓
Educational Services	○	○	○	○
Other Local Office Optional Services	○	○	○	○

✓ = Included ○ = Optional

Ordering Information

Description	Model Number
SureService ST100	Please Contact Your Local Emerson Sales Office.
SureService ST200	Please Contact Your Local Emerson Sales Office.
SureService ST300	Please Contact Your Local Emerson Sales Office.
SureService ST400	Please Contact Your Local Emerson Sales Office.

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