

# Syncade Manufacturing Execution System Product Support




## Key Benefits

- Ensure functionality and performance through best-in-class product support
- Resolve technical issues with Global Service Center experts
- Minimize maintenance cost and achieve peak performance through maximized reliability


## Introduction

Faster issue resolution leads to less unplanned downtime, and Emerson's expert technical engineers can proactively optimize the performance of your system enabling you to achieve sustainable production improvements. Get unlimited 24x7 support with secure remote system diagnosis capabilities. You can call or chat with our support team or submit questions and issues through the Guardian digital platform or mobile app. Email and chat support are also available 24 hours during Monday through Friday.


Features




**24/7 Expert Product Support (GSC)**  
Includes unlimited 24x7 Expert Telephone Product Support, with secure remote system diagnosis capabilities. You can call our Product Support or submit questions and issues through the Guardian platform or mobile app. Email and Chat Support are also available 24 hours during Monday through Friday.




**Remote System Diagnosis**  
Remote system diagnosis helps speed-up troubleshooting and problem resolution, effectively reducing downtime in critical situations.




**Service Call Logs**  
Service Call Logs allow you to monitor the progress of technical support calls, examine past service calls, and send/receive call status updates.




**License Inventory**  
Guardian provides an updated and accurate inventory of all system licensing.




**Software Hotfixes**  
The Guardian platform allows direct access to software hotfixes specifically designed to address confirmed faults that match the system's content.



**System Health Score**  
The System Health Score measures Key Performance Indicators (KPIs) that determine the performance of high-risk areas. These risk areas typically include KBA management, software updates, and service calls.



**Knowledge Base Articles (KBA)**  
KBAs are prepared by Emerson as a supplement to standard product documentation. These are evaluated for applicability to a broad audience of system users.



**Download the Installer Media**  
Guardian allows you to download the installer media of our latest major software version and upgrades, including new features and enhancements. Users can download the latest media directly from Guardian.

## Syncade Support Options

Product Support is available in three Support tiers to ensure your investment of Syncade Manufacturing Execution System is protected. Note that Product Support excludes custom interfaces, tools, reports, and application components. As an option, Emerson provides **Syncade Extended Component Support** to extended Product Support and maintenance to custom application components implemented at your site. Additionally, Emerson provides **Syncade Extended Interface Support** for custom interfaces.

Syncade Support Deliverables	Product Support	Extended Component Support	Extended Interface Support
Guardian Platform	✓		
- Support Call Management	✓		
- Software Hotfixes	✓		
- Web Based Training	✓		
- Product Documentations	✓		
- Access to Knowledge Base Articles	✓		
- System Health Score	✓		
- Guardian Benefits	✓		
- Email Notification	✓		
Guardian Mobile	✓		
Expert Product Support 24/7	✓		
Remote Technical Access	✓		
Extended support and maintenance 24/7 for custom application components (behaviors, scripts, web parts) implemented at site		✓	
Extended support and maintenance 24/7 for custom interfaces which facilitate transactions from Syncade to third party applications			✓

## Ordering Information

Contact your local Emerson sales office or representative organization for quotation. Or, go to Guardian Website and click the Request to Quote button. An email notification will be sent to you as acknowledgment and to the appropriate Emerson representative who will assist you with your request.

**NOTE:** Guardian Enterprise Agreements use the single-year part number for agreement calculations.

## How It Works

Syncade Manufacturing Execution System Product Support is delivered through Guardian. Guardian is Emerson's digital platform for addressing the end-to-end lifecycle needs of automation & control software and asset performance management solutions. The Guardian digital experience enables users to quickly connect to product support; securely manage subscriptions; get intuitive views into system health; and explore additional software and services that propel performance.



### With Guardian, You Can:

- **Easily Access Product Support:** Connect to experts available 24x7x365 to troubleshoot and fix system disruption.
- **Minimize Downtime:** Gauge the overall health of your system via the system health score that measures critical Key Performance Indicators related to system maintenance, find relevant recommendations, KBAs and more!
- **Simplify Subscription Management:** Manage your Emerson product subscriptions and plan for timely renewals, all from one place.

- **Expand Operational Capabilities:** Propel operational performance to new levels by strategically selecting and deploying a range of services and solutions.

To learn how Guardian addresses your product support, subscription management and lifecycle software and services needs, contact your local Emerson sales office or representative, or visit [www.emerson.com/guardian](http://www.emerson.com/guardian).

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