Guardian™ Support for Mimic™ Simulation System

- Risk management
- Incident management
- Lifecycle management

Introduction

Guardian™ Support for Mimic™ is a prognostic service designed to optimize the reliability and performance of your Mimic Simulation System. It is the core element for Emerson Lifecycle Services, designed to help improve your competitive advantage and bottom line business results through critical service and support information. The service can help improve productivity by analyzing data and delivering useful, relevant, critical, system-specific information to keep your plant current. It will help you make more-informed, proactive decisions about your dynamic simulation system. By making day-to-day systems management tasks fast and efficient, Guardian Support for Mimic will also allow you to lower operations and maintenance costs by shifting from reactive/preventive maintenance to a proactive strategy.

Guardian Support for Mimic aggregates and securely delivers personalized real-time service intelligence tailored to platform architecture and application — at the individual System level, the Plant level and the Enterprise level. Guardian Support for Mimic delivers technical support and lifecycle services for the Mimic Simulation architecture.

Benefits

Risk management: Through continuous improvement and support, you can begin to focus on critical business objectives. Guardian Support for Mimic provides risk management by matching system-specific information to your information to your systems and displaying it in a secure, customized support portal. You’ll have a proactive way to manage risk by way of a secure web dashboard and push email notifications. The dashboard features user-configurable content specific to your systems, both real-time and historic.

A visual dashboard gauges the overall health of your system. The System Health Score measures Key Performance Indicators (KPIs) that determine how well risks to your system’s security and processes are being managed. KPIs for risk areas are listed as KBA, Software Updates, Service Calls, and Support Status. It’s an easy way to increase performance as you see which systems need attention, and which are at low risk. Drill down into your system information to immediately determine versions, hot-fixes, lifecycle status and more.
The Guardian website includes proactive Knowledge Base Articles (KBAs) that are matched to your Mimic system and presented in executive summary format: one click for the full article and another click to download any applicable hot-fix. KBA management tools track the status of mitigation actions, and new or revised KBAs are continuously re-matched to the most recently captured system content information. Minimize risks related to cybersecurity threats, process control disruptions or safety concerns with this valuable resource to manage constant updates.

Your subscription includes an Automated Service Notification feature that is user configurable and system-specific, providing immediate notification whenever relevant, actionable system information becomes available. Two delivery methods are available: email with a personally configured subject title, and RSS web feed.

**Incident management:** Receive the expertise to troubleshoot and fix system failures. You strive to make efficient use of all your resources, but there can be a huge maintenance cost, in terms of both dollars and time, to troubleshoot and fix a system if you’re pulling away staff that should be focusing on other issues, or if your maintenance team doesn’t have the right training or skill set. You need access to experts at all times to help you through critical issues.

Guardian Support for Mimic provides incident management with standard 24x7 Expert Technical Support coverage at no extra charge. You can call at any time or submit questions and issues through the dashboard on the portal. The Global Service Center (GSC) prioritizes calls to respond quickly when your plant is down, and experts are always on-hand to walk you through steps to fix the issue.

Information on Call Logs provides you the ability to monitor technical support calls of your systems. You can view, open and closed calls. It provides information such as for which system was the call made, a brief description of the call, the severity of the call, the name of the caller, and when the call was last updated.

You can also Submit New Call via Guardian website. A service call form is needed in order for our technical support team to efficiently address your concerns. This includes information about the affected system issue and details of your query. Our technical support team will contact you via phone or email depending on your preferences.

Information from Knowledge Base Articles helps onsite staff fix issues quickly and correctly, and special tools collect system data to help diagnose issues faster. With a historical record of system issues, you can view all system incidents, calls and resolution. This makes it easy to share best practices and lessons learned, distribute information across your enterprise, build skills and collaborate with all Mimic system managers worldwide on similar issues.

**Lifecycle management:** Ensure your equipment runs reliably and is available. When done manually, it can take a lot of time to manage system software, to keep your hardware current and to manage the overall lifecycle. This is critical to sustaining your system investment as hardware and software evolve. Use it to gain an accurate view of all the licensing and documentation in place, which is valuable for budget planning.

Guardian Support for Mimic provides lifecycle management by matching your enrolled system-specific hardware and software content to its associated lifecycle status via the dashboard. Email alerts provide notice whenever there is a change on the lifecycle status of enrolled hardware/software. The service keeps an updated and accurate inventory of all system components and licensing in a readily viewable format through a secure site.
Software Updates will be provided for all new general distribution releases of Emerson’s Mimic Simulation Software, including the updated software, electronic copies of associated release notes, instructions for loading the upgrade, and any cautions regarding implementation. Emerson’s technical support team will address any technical questions that may be encountered regarding the new features and functions contained in the software release. Software installation evaluation and implementation services are available at additional cost.

Education screen allows you to view the list of training courses and schedules that Emerson can offer. You can choose from the five training delivery options that can best suit your needs. These are Regional Training Centers, On-Site, Local Training, Blended Learning Training, Virtual Classroom, and eLearning. Videos and Webinars are also available in the page.

**Fleet management:** Collaborate with your peers and share best practices in managing your systems across the enterprise. System issues that occur in one site can be immediately mitigated in another site located in another part of the world through on-time notification and proper documentation. Knowing relevant information about all the systems in your enterprise helps in efficient planning and utilization of the already limited global resources you have.

Guardian Support for Mimic provides fleet management by providing access to a user-configurable Dashboard Website where you view all systems across the enterprise or choose to view information as a group of systems. Depending on how your account is configured, you will be able to monitor the information that are presented in the website, and thus, act accordingly when issues arise. You can easily determine which system among the many systems you have globally need immediate attention, so you can flag the manpower you have locally to address these concerns.

Guardian Support for Mimic provides a value page that shows realized benefits for your systems and provides a summary of deliverables associated to managing the risks, incidents, and lifecycle information of your systems. It focuses on critical system-specific information to efficiently manage your systems’ health, consequently lowering your operations and maintenance costs, and optimizing the reliability and performance of your systems.

An easy-to-use System Explorer provides a quick view of all the systems you have access to. Simply choose the systems you are interested in by placing a check mark beside the system name. Click OK and you will be able to view the system health score of the selected system. A Search field is also available, accepting entries such as system ID and system description, allowing you quick selection. You may also select by product line by using the dropdown provided.

The Notification Settings from the Guardian Support website can be selected on an enterprise level, location level or system level, depending on user preference. A user having global responsibility of managing the systems can receive timely information on KBAs, software updates or even retiring assets matched to the systems, and this triggers immediate need for action to be addressed by the affected sites globally.

**Cost management:** Save time and money by significantly reducing your unplanned downtime and maximizing the investment in your system. Guardian Support for Mimic shifts maintenance strategies from being reactive/preventive to proactive, and having access to critical information and expert technical support round-the-clock not only gives you peace of mind, it also increases productivity of your workforce by focusing only on the most critical processes in the system.

The product safety notice, security and process hot fixes and updates that are matched to your system have been identified to have the potential to disrupt your control process. These Knowledge Base Articles are brought to your attention for mitigation or resolution to help you prevent unplanned events. If not applied immediately, the risk of downtime, which usually tends to be expensive, will be lessened. These critical KBAs and Microsoft Security Updates are presented using an easily readable table format that you can also export to Excel if needed.

The lack of engineering expertise in-house due to the aging workforce makes it difficult and expensive to keep the plant running at its peak. Especially in today’s fast-paced technology driven environment, having a network of highly skilled Subject Matter Experts, who have the resources to access the latest technology, helps you in maximizing your plant assets and provides the appropriate guidance in addressing any technical concerns that you encounter in your production process.

The Lifecycle Status information helps you plan your capital budget while prioritizing which hardware and software to maintain, upgrade, or migrate.
Guardian Mobile: Guardian Mobile provides real-time visualization and management of your Lifecycle Support requirements using your mobile devices. It is an easy to use application to manage your Mimic systems. Guardian Mobile is the perfect solution for the on-the-go management professionals who want to extract the most performance from their system with the lowest lifecycle cost and maximum process availability.

Service Requirements

- Initially register the system for support.
- Designate a software distribution single point of contact.
- Provide communication access, where applicable, for remote diagnostics of the Mimic system.
- Guardian Support for Mimic is available 24/7/365 for telephone technical support service. Emerson’s Global Service Center provides English language support.
- Additional Local Help Desk and Scheduled and Remedial Onsite Services are available through one of Emerson’s local Field Service Offices or Local Business Partners on a per quote basis.

Guardian Support for Mimic pricing is based on the licensed Mimic system and the Simulated I/O Tag count.

- There is a corresponding Guardian Support model number for every Mimic license. When ordering Guardian Support for Mimic, you need to list all the licenses at a customer’s system and then match them up with the associated Guardian Support model number.

Ordering Information

Pricing of Guardian Support for Mimic depends on number of Simulation I/O Tags licensed to the system. Contact your local Emerson sales office or representative.

To learn how comprehensive Lifecycle Services solutions address your process management needs, contact your local Emerson sales office or representative, or visit www.emerson.com/guardiansupport.