

# Simulator Recovery Service

- Ensure system files are backed up and recoverable
- Refresh the data annually
- Restore the simulator quickly if rendered unusable
- Worry-free assistance in the event of loss



*Simulator Recovery Service provides worry-free file backup and assisted recovery in the event of a system loss.*

## Introduction

Protecting digital information helps maintain business continuity and reduce downtime caused by a loss of data. Congratulations! By purchasing Emerson's Simulator Recovery Service, you have taken one of the first steps to protecting your digital information.

The Simulator Recovery Service provides the ability to restore your Digital Twin simulator in the case of system loss. Emerson will store a complete set of the simulation system files which were created during execution of the original simulator development project or updated during the latest annual service renewal period. This includes the simulation software database files, control system database files and system user manual.

If for some reason the simulator is impaired or otherwise rendered unusable, Emerson technical experts will utilize the stored files to assist you with a restoration of the system.

## Benefits

**Secure off-site system configuration storage:** Your simulation system configuration files will be securely stored by Emerson for easy access if needed to support system recovery.

**Ensure system uptime:** In the event of system loss, Emerson Application Engineers will remotely assist with rebuilding the system and returning it to an operable state.

**Annual update of configuration data:** This renewable service allows you to annually update the stored system files to align with the latest simulator configuration.

**Worry-free assistance:** If unexpected system loss occurs, you will have peace of mind knowing that an effective system recovery plan is in place, allowing you to restore your Digital Twin quickly, easily and with a minimum amount of downtime.

Service Description

Emerson’s Simulator Recovery Service (SRS) is an annually renewable service which offers the ability to complete a once per year restore of your Digital Twin simulator in the case of system loss. The service provides storage of the simulation system files, rebuilding of the simulator virtual machine templates and remote support by Emerson technical experts to restore the Digital Twin simulator.

The following is included as part of the SRS:

Simulator File Backup Storage

Emerson will store within its secure network the control system database files, simulation software database files and system user manual that were created during the execution of the original simulator development project or updated during the latest annual service renewal period.

Virtual Machine Template Creation

In the event of system loss, Emerson Application Engineers will rebuild the Digital Twin simulator virtual machine templates, load them onto an external hard drive and ship them to where your simulator is located.

Remote Engineering Support

Using an internet connection to access your system remotely, Emerson Application Engineers will work with your team to install the virtual machine templates onto hardware and restore simulator functionality as follows:

- Rebuild the hypervisor installation
- Deploy the templates
- Rebuild the system networking
- Confirm that the simulation process model has been restored from a communication standpoint

Annual File Update Upon Renewal

During the annual renewal period, you will have the option of updating the Digital Twin simulator files being stored by Emerson to better reflect the current state of the system configuration.

Ordering Information

Description	Model Number
Simulator Recovery Service	SER-4108

- Notes:
1. If the service is not renewed Emerson is not obligated to maintain copies of the stored files.
  2. Cost to ship the hard drive containing system files to the customer site is not included as part of the service.
  3. Must have an active Guardian Support for Mimic contract to utilize the service.

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