

Factory Product Expert



Key Benefits

Focus on your core business: The Emerson team provides fundamental support and execution of the program strategy and develops and delivers an actionable plan to meet your operational needs.

Confidence in your control system: Trained and certified personnel execute the program scope that is repeatable worldwide to ensure availability of your systems for your operations.





Targeted maintenance objectives: Emerson's Factory Product Expert works with your stakeholders to support and execute your lifecycle plan and objectives to provide a stronger return on investment while ensuring that the system continues to deliver incremental improvements in operations, engineering, and reliability performance.

Introduction

Factory Product Expert (FPE) is a consistent connection to the next level of technical expertise, assigned out of Emerson's own Product Engineering group. The FPE utilizes their domain knowledge and is backed by all experts in the DeltaV Product Engineering and the DeltaV™ Technology organization to resolve complex system issues. The relationship with the FPE is established and developed through periodic meetings, person-to-person email exchanges, and telephone conversations, as needed. This approach provides continuity of support and a climate of teamwork and open communications. The FPE complements the local resources and those of the Global Service Center (GSC) wherever expert technical input is needed and further facilitates interaction to ensure responsiveness.

Features

This service is responsible for the following additional features, including driving program collaboration and program subject matter expertise, where applicable:

 <p>Managing and supporting technical aspects of your system</p> <p>The FPE utilizes their knowledge of the site system’s installation, applications, operating practices, and team skillsets to help resolve complex issues. The FPE leverages the support network of Emerson Subject Matter Experts (SMEs) to facilitate rapid responses to calls and consultation requests as well as to compliment customer and Emerson local resources. An FPE also provides regular assessment and consultation on Knowledge Base Articles (KBA) and is responsible for keeping system documentation up to date.</p>	 <p>Scheduling and executing regular technical review meetings</p> <p>The FPE schedules meetings, up to a defined monthly cadence as needed, to review all open incidents, calls, KBAs Review, and any other identified topics to discuss and review to ensure the technical aspects of your program are executing as planned.</p>
 <p>Lifecycle status update on the DeltaV hardware and software components of your system</p> <p>The FPE will provide a summary of the components in your system(s) and provide lifecycle status on those items allowing you to plan for end of life and other lifecycle events. This information may include DeltaV software version and support timelines, Emerson Hardware status and timelines, product support end dates, as well as access to Hotfixes, patches, and other updates.</p>	 <p>Monitoring, escalating, and driving closure of support calls</p> <p>The FPE facilitates priority call handling and escalation through oversight and intervention. Whenever you or a member of your team call the Global Service Center (GSC), the FPE is notified via email within 60 minutes of the call. The FPE has the discretion to participate in the progress of any call, as deemed necessary. The FPE complements the local resources and those of the GSC wherever expert technical input is needed and further facilitates interaction to ensure responsiveness. Because this expert is familiar with the previous call history of the account, the FPE can quickly align with the caller, leading to efficient call progression, rapid response and resolution.</p>

Ordering Information

Contact your local Emerson office.

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