

# Extended Component Support



*Extended Component Support is designed to maximize the availability, sustainability and performance for customized application components.*

## Introduction

Core product releases for DeltaV™ Manufacturing Execution System (MES) provide the functional baseline from which MES are built and configured. It is also possible to tailor a comprehensive DeltaV MES solution by adding custom components that complement functional standards to meet our production needs.

Custom components include behaviors, event scripts, and web parts that enhance functionality of the DeltaV MES core product, making it adaptable to your unique business processes.

Product Support for DeltaV MES covers core product software and standard configuration but excludes support for custom components.

If customized components have been implemented as part of your MES solution, Emerson recommends that you consider Extended Component Support. Extended Component Support expands Product Support coverage to include custom components such as behaviors, event scripts, and web parts.

Impact assessment reports will be delivered for each DeltaV MES core software update, providing insight into which components deployed to production may have been impacted by the release and require further evaluation.

If a DeltaV MES core software update affects the functionality of a custom component, you can request an update from Emerson.

## Benefits

**Maximize plant manufacturing availability:** Extended Component Support will provide you with access to technical support through the normal Product Support process. Access DeltaV MES experts directly via remote connection to analyze your customer component functionality and resolve issues quickly.

**Established project handover process:** Emerson's lifecycle services for DeltaV MES provides your project group with a process to officially handover custom components developed throughout the support engagement.

**Reduce risk during all phases of the lifecycle:** Emerson's lifecycle services for DeltaV MES provides impact assessment reports for each DeltaV MES core software update, detailing the effect of the release on your custom components. Use impact assessment reports to drive decisions regarding regression testing and component upgrades.

## Extended Component Support Evaluation and Maintenance

Upon purchasing Extended Component Support, Emerson's lifecycle services for DeltaV MES evaluates your custom components for long term supportability and maintenance under DeltaV MES development guidelines.

If Emerson's lifecycle services for DeltaV MES determines that a custom component was not designed or developed for long term supportability and maintenance for Extended Support, that component will be excluded from the library covered under the contract. More details on Extended Support exclusions contained in the Extended Component and Interface Support Guidebook, available on the Guardian website. Emerson offers the option to update the excluded custom component(s) to meet DeltaV MES development guidelines on an hourly rate basis.

Custom components created after the initial evaluation will be assessed upon request.

## Extended Component Support Offerings

Extended Component Support has two offerings, Basic or Comprehensive, which provide options based on how custom components are managed by your site:

### Basic Level Support

Receive technical support by phone, email, or remote connection support as it relates to custom components (behaviors, event scripts, web parts) that were implemented at site.

All custom components deployed to production environments are stored in a version-controlled library maintained by Emerson's lifecycle services for DeltaV MES. Once collected, impact assessment reports will be delivered to you with each core product release.

Because your components will be stored in a version-controlled library, the request can be evaluated quickly, and a solution provided on an expedited schedule, subject to the availability of Emerson's lifecycle services for DeltaV MES.

Basic level support is included with DeltaV MES subscription licensing. For Basic level support, custom component updates or request for new components are offered at hourly rates.

### Comprehensive Level Support

Comprehensive Extended Component Support includes all Basic Extended Component Support features.

Emerson's lifecycle services for DeltaV MES updates any customer component whose functionality is compromised or modified by a DeltaV MES core software update. Please note that this could exclude some major software updates. The solution delivered by DeltaV Lifecycle Services will be designed for long term sustainability and developed with DeltaV MES coding standards.

**Note:** Emerson's lifecycle services for DeltaV MES determined that Legacy Workflow to WFX is considered a major software update and is not eligible for custom component updates for any modified software as part of the Extended Component agreement. Additionally, DeltaV MES Extended Component Support does not include coverage for custom reports, custom tools, or custom stored procedures.

## Enterprise Customers

The purchase of Extended Component Support for a single production system cannot be leveraged by another production system. This applies to both Basic and Comprehensive level support. DeltaV MES customers with multiple production systems (regardless of location) should purchase Extended Component Support for each respective production system to receive support services related to the Extended Component offering.

## Ordering Information

Contact your local business partner for more information. Extended Component Support follows the same discounting structure as Product Support.

Description	Subscription Part Number
Upgrade Electronic Batch Record Management Subscription to Extended Component - Comprehensive	DF1406
Upgrade Equipment Management or Material Management Subscription to Extended Component - Comprehensive	DF1407
Upgrade Subscription to Extended Interface - Comprehensive	DF1503

Description	Perpetual Part Number
1-Year Electronic Batch Record Management Extended Component Support - Basic	DF1401
1-Year Electronic Batch Record Management Extended Component Support - Comprehensive	DF1402
1-Year Equipment Management, Material Management Extended Component Support - Basic	DF1403
1-Year Equipment Management, Material Management Extended Component Support - Comprehensive	DF1404

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