

Scheduled System Assessment

- Receive a comprehensive system assessment report highlighting improvement opportunities for your environment
- Optimize system performance and prevent unplanned downtime
- Reduce support incidents by up to 75% over one year
- Mitigate unanticipated risk to achieve peak performance to drive profitability



A Scheduled System Assessment provides awareness of the current state of your system so that you can address any areas that need improvement.

Introduction

Performance issues can be a hassle eating up time and cost for your business. Scheduling system assessments offers you a preventive solution for the overall stability, sustainability, performance, and usage of your system. As you add to your system each year, this service alleviates any unnecessary worry by increasing longevity and providing peak performance of your system.

An DeltaV™ Manufacturing Execution System (MES) Scheduled System Assessment provides a proactive review of your system to determine any areas that are of concern or need improvement. DeltaV MES service engineers will perform an evaluation of the current state of the MES system and provide analysis based on resource utilization, configuration, and execution history on the application and database servers.

Benefits

Determine areas of concern and improvement:

A Scheduled System Assessment provides a proactive maintenance practice which will identify any bottlenecks or problems that could arise. With this service, your system will receive preventive assessment, effectively stopping potential problems before they occur.

Mitigate the possibility of downtime: Performing preventive work minimizes the potential for problems before they occur, giving your plant increased efficiency. In addition, reducing the possibility of incurring a shutdown which requires unplanned time to troubleshoot and fix the problems, saves your plant time and money.

Receive services executed by DeltaV MES service engineers: Trained professionals are available on-site or remotely and will provide expert analysis of your system. Our engineers are expertly trained to perform the Scheduled System Assessment while maintaining DeltaV's high-quality standards.

Service Description

DeltaV's trained Professional Services engineers will work with your site's designated contact person. Our engineers will conduct interviews in advance with the IT personnel, site/system owners and if possible, end users, to identify the potential areas of concern for additional monitoring and review.

A final report of the assessment summarizing the findings and the impact of the recommendation will be distributed to provide observations and recommendations.

In general, DeltaV's Professional Services engineers will perform the Scheduled System Assessment based on four categories:

- Customer Environment Overview
- Configuration Review
- System Review
- SQL Configuration and Performance Review

The Service Includes:

- **Customer Environment Overview**
 - Review scope of work
 - Review customer concerns and recurring issues
 - Verify MES system is fully installed and running
 - Review system architecture
 - Assess licensing
 - Assess health of the system

- **Configuration Review**

- Review of the DeltaV MES's system configuration
- Third-party and IT infrastructure configuration areas as appropriate
- Review of Windows/IIS/COM+ configuration

- **System Review**

- Review of Application/SQL/RA/Report Server Hardware
- Review of Windows/DeltaV MES/IIS/SQL error logs
- Review of Antivirus configuration (if possible/applicable)
- Monitoring of hardware load during DeltaV MES operations

- **SQL Configuration and Performance Review**

- Monitoring of SQL transactions during DeltaV MES operations
- Review of SQL Database Maintenance plans

Deliverables of Scheduled System Assessment Include:

- DeltaV MES System Assessment Report
- Follow up meeting for report review with Q&A

Basic and Comprehensive levels of support are available for DeltaV™ MES Scheduled System Assessment

	Basic	Comprehensive
DeltaV™ MES Scheduled System Assessment	✓	✓
Meetings and coordination with assessment report review	✓	✓
Up to 50 hours of Life Sciences Professional Services consultancy		✓

Ordering Information

DeltaV MES subscription licensing includes the Scheduled System Assessment – Basic offering per the table below. For detailed information or assistance with your order, please contact your local sales representative.

DeltaV MES Subscription Term	5-Year	3-Year	1-Year
Number of Scheduled System Assessment – Basic Included per Subscription Term	2	1	0

Description	Model Number
One Time Upgrade of Scheduled System Assessment - Basic for MES Subscription to Scheduled System Assessment - Comprehensive level service	DF1811

For perpetually licensed systems, refer to the table below.

Description	Model Number
DeltaV MES Scheduled System Assessment – Basic	DF1801
DeltaV MES Scheduled System Assessment – Comprehensive	DF1802

Clarifications

- This service will be provided remotely or on-site. Travel and expenses for on-site services are not included as part of the license.
- Customer must provide full DeltaV MES access to the Professional Services engineer executing the assessment.
- The review of custom code, webparts, or other items developed to support a customer’s specific implementation of DeltaV MES are not included as part of the scope of the service.
- The intent of the Basic offering is only to review and perform an analysis of the DeltaV MES systems and provide recommendations. The scope of the basic offering does not include any effort to implement the recommended improvements.
- Scheduling of this service will need to be coordinated ahead of time with Professional Services. This work will be scheduled depending upon resource availability. Contact your local Emerson sales representative for more information.
- Priority scheduling will be given to remote requests.

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