

Factory Resident Engineer Program

EXPERIENCE THE DIFFERENCE

Partner with Emerson to benefit from smart solutions tailored to your operational needs to transform your system administration activities. Let us help you achieve seamless, reliable operations with agility at the forefront, available at any future date when the need arose?

Enhance your operational efficiency with our Factory Resident Engineer Program, expertly crafted to improve your system's performance and reliability. Certified DeltaV™ Distributed Control System (DCS) and Manufacturing Execution System (MES) engineers are ready to assist you, whether onsite or remotely, bringing agility and expertise to each challenge.

WHY CHOOSE OUR FACTORY RESIDENT ENGINEERS?

Our engineers are not just qualified; they are handpicked professionals with extensive experience in the process automation industry. With Emerson's rigorous standards guiding our selection process, you can trust that each Resident Engineer is well-versed in optimizing DeltaV DCS and/or DeltaV MES systems to drive improved performance.

KEY BENEFITS

- **Enhanced Operational Efficiency** – Our certified engineers provide expert support, optimizing your DeltaV™ DCS and MES control systems for improved performance.
- **Tailored Solutions** – Emerson offers customized extensions to meet your operational needs, whether onsite or remotely.
- **Experienced Professionals** – Our engineers are handpicked for their extensive experience in the process automation industry.
- **Comprehensive Support** – Benefit from a full range of services, including system administration and maintenance, ensuring reliable operations.
- **Troubleshooting capabilities:** Resolve issues rapidly with direct access to Product Support resources.

HOW IT WORKS

The Resident Engineer Program is a service designed to place an experienced, DeltaV DCS or MES engineer at your site or remotely to assist with a wide range of activities for a defined period of time. The Program ensures that an Emerson certified DeltaV field service engineer provides factory-standard system administration and maintenance services.

WHAT'S INCLUDED

The base offering provides a variety of services delivered remotely from the factory premises:

- **Maintenance Activities** – Concentrating on factory-standard maintenance tasks along with KBA reviews and dispositions.
- **System Health Check** – Performing customer-driven operational system health checks that may extend beyond the factory standard maintenance tasks.

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- **Patch Management** – Enhancing your path management strategy by assisting with patch installations.
- **Operational Support** – Troubleshooting and resolving issues in line with your incident management protocols.

EXTENSION SERVICES

Enhance the value and longevity of your automation and manufacturing executions system with our Extension Services, a seamless add-on to the program. These add-on services ensure you have expert assistance exactly when and where you need it:

- **Onsite Extension** – The Factory Resident Engineer Program is delivered with an on-site presence. Engineers integrate seamlessly with your team, providing hands-on support at your facility throughout the engagement period.
- **Service Extension** – Advanced offering requires higher-level skilled engineers to provide additional services to assist your in-house improvement and operational projects. In addition to being certified as an Emerson DeltaV Field Service Engineer, the Factory Resident Engineer may have additional certifications and/or hands-on experience in specific and specialized areas of DeltaV DCS and MES.

Some of the advanced services include:

- DeltaV Virtualization
 - DeltaV Upgrades
 - Audit and Review
 - Change Management
 - Business Continuity Management
 - Operational Project Support
- **On-Call Extension** – Ensure critical support beyond regular working hours. Our Factory Resident Engineer is available for assistance within an agreed-upon timeframe and is customized to fit your operational demands and logistical requirements.

With these powerful extensions, you can strengthen your automation strategy, enhance system reliability, and ensure continuous improvement—all with the trusted expertise of our engineering professionals.

For more information, please contact your Emerson local sales office or visit www.Emerson.com

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