AMS Device Manager Product Support



Key Benefits

- Increase reliability and efficiency of field instruments and devices
- Receive expert assistance and consultation with device and instrument configuration
- Improve planning with comprehensive device and license inventory
- Efficient management of software updates and device install kits

Introduction

Faster issue resolution leads to less unplanned downtime, and Emerson's expert technical engineers can assist you in proactively optimizing the performance of your system enabling you to achieve sustainable production improvements. Get unlimited 24x7 support with remote system diagnosis capabilities. You can call or chat with our support team or submit questions and issues through the Guardian™ digital platform or mobile app. Email and chat support are also available 24 hours a day, Monday through Friday.

Features



System Health Score*
The System Health Score measures Key Performance Indicators (KPIs) that determine the performance of high-risk areas. These risk areas typically include KBA management, software updates, and service calls.



24/7 Expert Product Support (GSC)
Includes unlimited 24x7 Expert Telephone Product Support, with remote system diagnosis capabilities. You can call our Product Support or submit questions and issues through the Guardian platform. Email and Chat Support are also available 24 hours a day, Monday through Friday.



Remote System Diagnosis
Remote system diagnosis helps speed-up troubleshooting and problem resolution, effectively reducing downtime in critical situations.



Service Call Logs
Service Call Logs allow you to monitor the progress of product support calls, examine past service calls, and send/receive call status updates.



Software/Firmware Updates**
The latest software updates, patches, and hotfixes matched to system content can be accessed directly from the Guardian platform.



Guardian Software Update Delivery Service (GSUDS)
This feature provides an automated delivery (either on demand or scheduled) of updates specific to the enrolled system.



Knowledge Base Articles (KBA)
KBAs are prepared by Emerson as a supplement to standard product documentation. These are evaluated for applicability to a broad audience of system users.



Asset and License Inventory
Get an updated and accurate inventory of all system components and licensing. Access information like serial numbers, software and hardware versions, and registered system licenses.



Lifecycle Status
Matches your enrolled hardware or software content to its associated lifecycle status via the dashboard. Asset Lifecycle status information helps you plan system management and sustainability investments.



Downloadable Installation Media
Guardian allows you to download the installer media of our latest major software version and upgrades, including new features and enhancements. Users can download the latest media directly from Guardian.



Guardian Virtual Advisor***
Guardian features an advanced AI Advisor that utilizes machine learning to analyze large volumes of data within the platform offering quick, accurate, and user-friendly access to information.

**These features are only available as part of the Product Support offering for AMS Device Manager systems with AMS Device Manager software that is within the Conventional Software Support (CSS) period. For AMS Device Manager systems with AMS Device Manager software that is outside of the CSS period, these features will not be available as part of the Product Support offering.

***This feature is currently designed to address inquiries related to KBAs, Books Online, Datasheets, and Resources.

***Legal Disclaimer:**

The urgency and severity ratings of this notification are not tailored to individual users; users may value notifications differently based upon their system or network configurations and circumstances. The "System Health Score" presented in the Guardian website indicates the performance of the system based upon a comparison of identified risk area management relative to other systems subscribed to Product Support worldwide. The Guardian "System Health Score" considers only what is known to Emerson relative to a limited collection of risk factors (e.g. Knowledge Base Articles, uninstalled hotfixes, etc.) with no consideration of the processes under control, the application/configuration of that system, or the actual actions taken locally to mitigate the identified risks. A high "System Health Score" is a recognition of the efforts taken to mitigate these particular risks Guardian is capable of identifying, but in no way guarantees, or implies, that the operation of the system is risk free in any way.

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Ordering Information

A product support quotation can be requested by logging in to the Guardian platform and selecting Request to Quote. An email notification will be sent to you as reference and to the appropriate Emerson representative who will assist you with your request.

Description	Model Number
Product Support with emergency telephone support (24 hours/day, 365 days/year)	AW7040STxxxx[1]
Product Support Returning AMS Device Manager Customer for Expired Support > 1 Year	AW7040STRCxxxx[1]

[1]Where xxxxx represents the licensed AMS Device Manager Tag count, up to 30,000 Tags

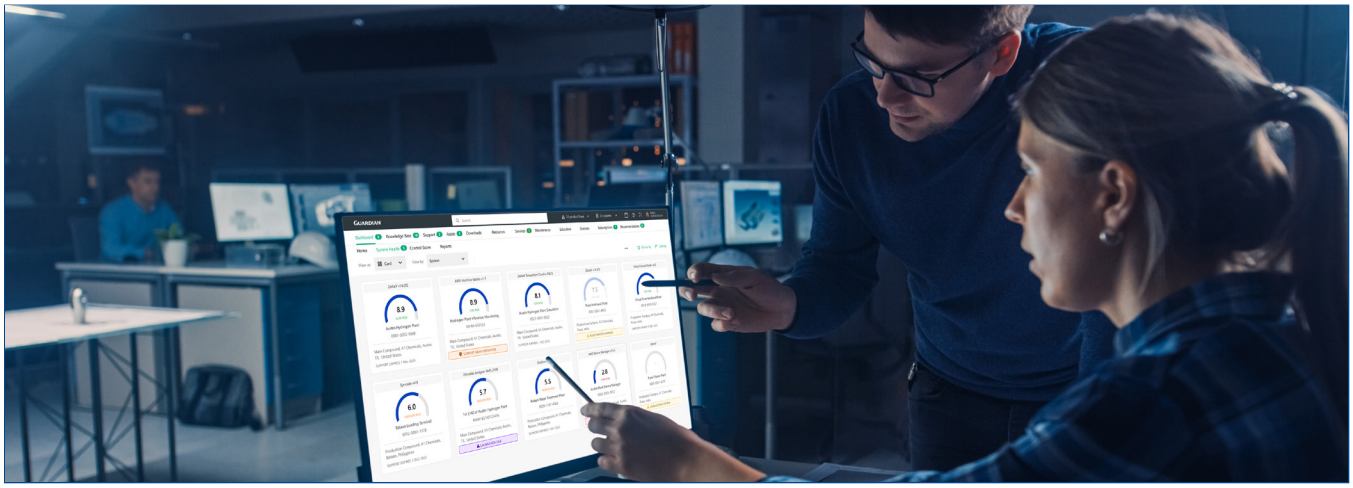
NOTE: *Guardian Enterprise Agreements use the single-year part number for agreement calculations.*

Service Requirements

AMS Device Manger version 10.5 or higher required. System information collection requires periodic customer use of an automation-assisted process using the standard AMS Device Manager system registration utility. This process does not require a direct internet system connection.

How It Works

AMS Device Manager Product Support is delivered through Guardian. Guardian is Emerson's digital platform for addressing the end-to-end lifecycle needs of automation & control software and asset performance management solutions. The Guardian digital experience enables users to quickly connect to product support; securely manage subscriptions; get intuitive views into system health; and explore additional software and services that propel performance.



With Guardian, You Can:

- **Easily Access Product Support:** Connect to experts available 24x7x365 to troubleshoot system disruption.
- **Minimize Downtime:** Gauge the overall health of your system via the system health score that measures critical Key Performance Indicators related to system maintenance, find relevant recommendations, KBAs and more!
- **Simplify Subscription Management:** Manage your Emerson product subscriptions and plan for timely renewals, all from one place.
- **Expand Operational Capabilities:** Propel operational performance to new levels by strategically selecting and deploying a range of services and solutions.

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