DeltaV™ AgileOps Product Support



Key Benefits

- Minimize downtime and system disruptions with faster issue resolution
- Efficient management of software updates
- Improve collaboration by managing systems across your enterprise

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. 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 secure 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 technical 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.



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

Guardian provides an updated and accurate inventory of all system components and licensing. Access information like serial numbers, software and hardware versions, and registered system licenses.



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.

**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 contacting your local Emerson sales office or representative organization or 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.

Pricing of Product Support for DeltaV™ AgileOps depends on licensed software in the system. There is a corresponding Product Support model number for every AgileOps perpetual license. For subscription licenses, Product Support is included in the subscription.

Description	Model Number
AgileOps Dynamics – XX areas – Product Support	COP-AO-DM-XX-SM
AgileOps Performance Analytics Server Base License – SERVER – Product Support	COP-AO-EKPIBASE-SRV-SM
AgileOps Performance Analytics Connector – *Control System* – SERVER – Product Support	COP-AO-EKPICOLL-*-SM
AgileOps Performance Analytics User – Analyst – Product Support	COP-AO-EKPIUSER-ANL-SM
AgileOps Performance Analytics User – Power BI – Product Support	COP-AO-EKPIUSER-BI-SM
AgileOps Performance Analytics User – Reporter – Product Support	COP-AO-EKPIUSER-RPT-SM
AgileOps Operational Limits – XX items – Product Support	COP-AO-IPT-XX-SM
AgileOps Alarm Shelving – XX areas – Product Support	COP-AO-LM-XX-SM
AgileOps Database – XX devices – Product Support	COP-AO-MCSD-XX-SM
AgileOps Safety Integrity – XX workspaces – Product Support	COP-AO-SIF-XX-SM

Where XX represents the licensed quantity of areas, devices, items, or workspaces.

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

Service Requirements

- AgileOps version 2.3.1 or higher required.
- Use of the registration utility requires version 5.LTS or higher.
- System information collection requires periodic customer use of an automation-assisted process using the standard AgileOps registration utility. This process does not require a direct Internet system connection.
- At least one of the following features of the AgileOps suite is required:

  1. AgileOps Database
  2. AgileOps Performance Analytics

How It Works

DeltaV AgileOps 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.

To learn how Guardian addresses your product support, subscription management and lifecycle software and services needs, contact your local Emerson sales office or representative, or visit **www.emerson.com/guardian.**

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