DeltaV™ Manufacturing Execution System Product Support



Key Benefits

- Ensure functionality and performance through best-in-class product support
- Resolve technical issues with Global Service Center experts
- Minimize maintenance cost and achieve peak performance through maximized reliability

Introduction

Faster issue resolution leads to less unplanned downtime, and Emerson's expert technical engineers can proactively optimize the performance of your system enabling you to achieve sustainable production improvements. Get unlimited 24x7 support with secure 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 during Monday through Friday.

Features



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 or mobile app. Email and Chat Support are also available 24 hours during 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.



Asset and License Inventory

Guardian provides an updated and accurate inventory of all system licensing.



Software Hotfixes

The Guardian platform allows direct access to software hotfixes specifically designed to address confirmed faults that match the system's content.



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.



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.



Downloadable Installation Media

Installer Media Downloads on Guardian for DeltaV™ MES are based on your perpetual licensing or subscription. Installer media include our latest major software versions and upgrades for new product 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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DeltaV™ MES Support Options

Product Support is available to ensure your investment of DeltaV™ Manufacturing Execution System (MES) is protected. Note that Product Support excludes custom interfaces, tools, reports, and application components. As an additional optional service, Emerson provides **DeltaV MES Extended Component Support** to extend Product Support and maintenance to custom application components implemented at your site. Additionally, Emerson provides **DeltaV MES Extended Interface Support** for custom interfaces and **DeltaV MES Extended Environment Support** for IT environments configured outside the recommended system architecture.

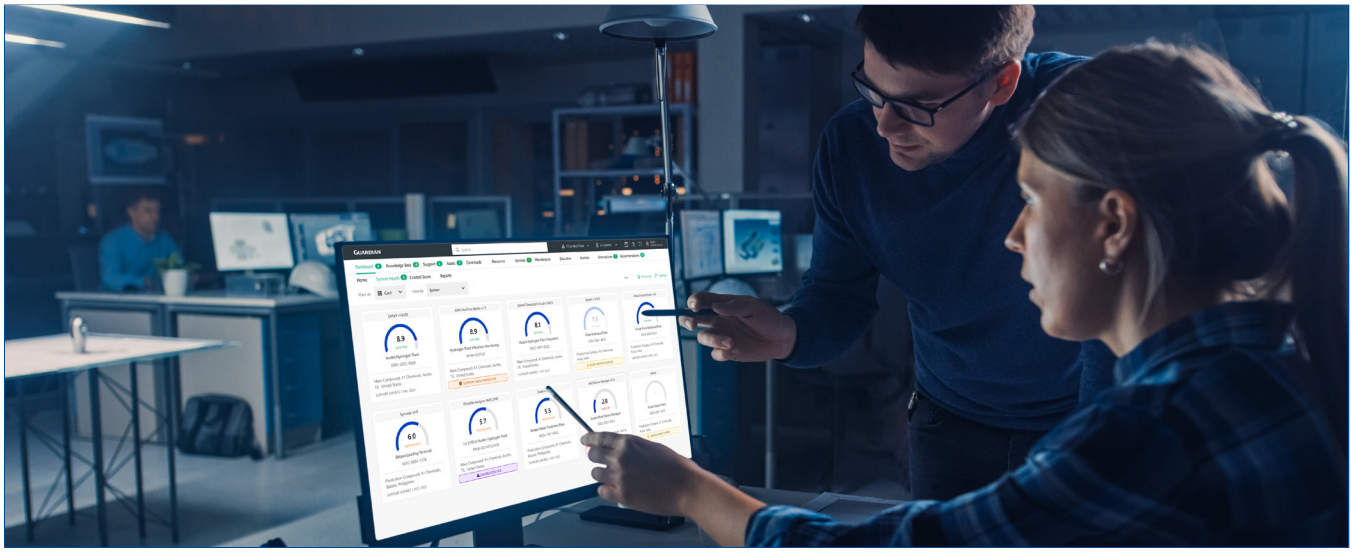
DeltaV™ MES Support Deliverables	Product Support	Extended Component Support	Extended Interface Support	Extended Environment Support
Guardian Platform	✓			
- Support Call Management	✓			
- Software Hotfixes	✓			
- Web Based Training	✓			
- Product Documentations	✓			
- Access to Knowledge Base Articles	✓			
- System Health Score	✓			
- Guardian Benefits	✓			
- Email Notification	✓			
Expert Product Support 24/7	✓			
Remote Technical Access	✓			
Support for custom application components (behaviors, scripts, web parts) implemented at site		✓		
Support for custom interfaces which facilitate transactions from DeltaV™ MES to third party applications			✓	
Support for MES IT environment configured outside the recommended system architecture				✓

Ordering Information

Product Support is included in every DeltaV MES subscription offering. To request a quote for a perpetually licensed system, contact your local Emerson sales representative or submit via the Guardian website. An email notification will be sent to you as acknowledgment and to the appropriate Emerson representative who will assist you with your request.

How It Works

DeltaV MES 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 to troubleshoot and fix system disruption.
- **Minimize Downtime:** Gauge the overall health of your system via the system health score that measures critical KPIs 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 more about how Guardian addresses your software and services needs, contact your local Emerson sales representative or visit **www.emerson.com/guardian.**

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