

Factory Resident Engineer Program

- Improve your system performance and reliability
- Receive factory-standard system administration and maintenance services
- Troubleshoot and resolve issues rapidly through an extensive experience in the process automation industry



Introduction

The Resident Engineer Program is a service designed to assist with system administration activities to help improve system's performance and reliability through experienced DeltaV™ Distributed Control System (DCS) and/or Manufacturing Execution System (MES) engineers, onsite or remote.

Emerson Resident Engineers are pre-qualified and experienced engineers that meet Emerson's standards of excellence.

The rigorous standards of Emerson's Factory team ensure Resident Engineers have extensive professional experience in the process automation industry. Engineers undergo certification programs to ensure that they are qualified to perform the services.

Benefits

Enhanced Operational Efficiency

Our certified engineers provide expert support, optimizing your DeltaV control systems for improved performance.

Tailored Solutions

Emerson offers extensions to meet your operational needs, whether onsite or remotely.

Experience 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 the program works

Plug-and-Play an Emerson Factory Resident Engineer whether onsite or remote to avoid staff shortage and help achieve customer's DeltaV system performance and maintenance goals.

The Emerson Factory Resident Engineer Program is strategically designed to meet your unique needs and requirements. Effortlessly integrate an Emerson Factory Resident Engineer to effectively mitigate skill shortages and enhance your DeltaV system administration and maintenance.

The key to operational efficiency is to emphasize the upkeep of the DeltaV system, enhancing both system performance and reliability. The Factory Resident Engineer Program ensures that an Emerson certified DeltaV field service engineer provides factory-standard system administration and maintenance services. The base offering provides a variety of services delivered from the factory premises:

- **Maintenance Activities** – Concentrating on factory-standard maintenance tasks along with KBA reviews and dispositions.
- **System Health Checks** – Performing customer-driven operational system health checks that may extend beyond the factory standard maintenance tasks.
- **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 execution systems with our Extension Services, a seamless add-on to Factory Resident Engineer 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 requiring higher-level skilled engineers to provide additional services. These services and activities require higher skillset, certifications and experience. This offering provides all base features plus activities such as but not limited to:

- **Operational Project Support:** Assist in a wide range of customer in-house project support such as validation, software/hardware integration, factory acceptance testing, software acceptance testing, system design improvements and on-demand consultation.
- **DeltaV Virtualization:** Provide support to build virtualized DeltaV systems, setting up virtual environment, creating Virtual Machines, and importing DeltaV databases.
- **DeltaV Upgrades:** Participate in system upgrade assessment, implementation, and testing.
- **Audit and Review:** Perform periodic system audits, which may include system capacity, security, backup integrity, user access reviews/clean ups, DeltaV asset lifecycle, etc. This may also include supporting preparation efforts and documentations for regulatory audits.
- **Change Management:** Development or implementation of preventive or avoidance measures (e.g. CAPA), initiation or implementation of system changes according to customer protocols, utilize work orders in performing work, providing inputs to new SOPs, work instructions or guides.
- **Business Continuity Management:** Work with the customer to define, set up and verification of back up plans or strategy.

- **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.

General Notes

- Non-cancellable, minimum 12-month engagement.
- For multi-year engagements, rotation of resource shall be performed every 2 years of assignment.
- Full compliance with customer's site-specific safety training, standard operating procedures, and site processes. The customer will provide site-specific training and site-specific access, and tools required to perform the work, remotely or onsite.
- The program provides the flexibility of occasional overtime (OT) as needed, not exceeding 50 hours within the duration of the 12-month assignment. For cases where higher OT usage is required, packages of OT can be purchased in increments of 10 hours. These hours will be used within the 12-month assignment and will not be carried over.
- The program provides 47 weeks of total availability of Resident Engineer for remote engagements and 45 weeks for onsite engagements. This accommodates vacation leaves and holidays. Onsite extensions have provisions for an official home break (every after completion of 6 months). Leaves and holidays will be mutually discussed and agreed on with the customer.
- The onsite extension does not include provisions for offshore/platform assignments, any sites deemed at risk by Emerson Global Security, or sites with harsh conditions. Such conditions will be evaluated accordingly, will comply with Emerson safety policies, and may require additional charges.
- On-Call Extension allows the Resident Engineer to be on call for emergency assistance outside the normal working hours on a 2-week rotation coverage (Monday to Sunday). If work is required to be performed during after-hours, an appropriate stand-down time will be considered for the engineer's work hours the following day to accommodate the hours worked during after-hours.

Contact your Emerson local sales office for more information or to request a Factory Resident Engineer at your site.

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