

# Support and Project Delivery Options

## Time is money

Emerson can provide support and project resources to your organization to work on-site on a part or full-time basis, embedded within your business organization. We can provide resources that your organization directs or manage a full team of resources to execute a project.

## WHAT EMERSON CAN DO FOR YOU?

The Data Management practice can assist you with establishing KPI's to measure the performance of your critical systems. Once the KPI's have been defined, our staff will work to ensure all KPI objectives are met. You will be provided with timely reports regarding the health of your systems.

We can provide:

- Project Management
- Business Analysts / System Analysts
- Technical Specialists
- Software Engineering Specialists

## FIXED MONTHLY MONITORING

Emerson's Data Management practice can often arrive at a fixed cost monthly monitoring solution for your critical historian and related applications. As part of this solution we will provide:

- A pro-active, automated application monitoring
- A detailed monthly report that identifies
- On-call application specialists to assist with near-term issues
- Any significant issues/disruptions that occurred during the monitoring period
- Level 1, Level 2, Level 3 Support
- Potential application scalability issues that may arise in the near to mid-term
- Reserved hours for senior-level project resources to assist with
- Any potential outages that may need to be taken in the upcoming reporting period
- Architectural issues
- A list of non-critical defects that can be resolved as time/resources permit
- Auctioning opportunities
- Best Practice Guidance/suggestions that can be implemented in the upcoming reporting period
- Capacity planning
- Best practices
- Guaranteed issue response and resolution times based on your organizations' requirements

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