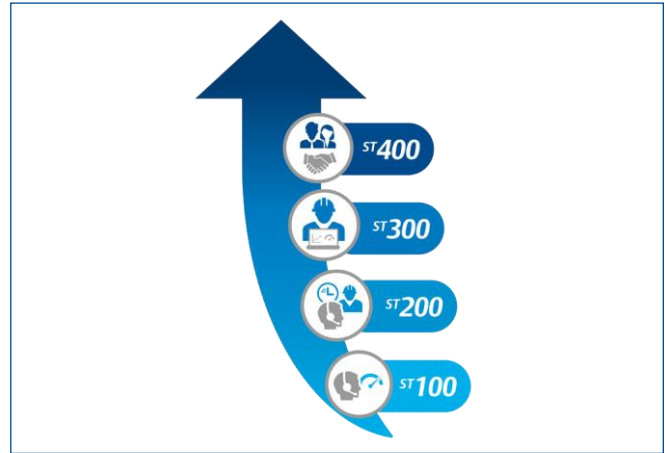# SureService™ Program

■ Focus on your core business

■ Confidence in your control system

■ Targeted maintenance objectives



*SureService provides you with the peace of mind to know your control system will perform when it counts.*

## Introduction

Unplanned shutdowns are expensive and impact your profitability. Hence why most operations will invest significantly in planning and managing risk to provide confidence that the automation system is never the cause of one.

Your distributed control system (DCS) is the brain of your plant, and just like any other investment, it requires special attention — you can't simply turn it on and forget it. When your DCS has a problem, it can lead to production slowdowns, or worse, a shutdown. Effective planning and execution of necessary Lifecycle Services is essential to maintaining production levels and preventing loss of revenue. The right mix of maintenance activities will help you operate safely, consistently and economically, while improving your asset reliability and further preserving your investment.

While no one intends to set up their assets for failure by not providing the proper strategy, many companies struggle to get started. Even for those that believe they have a good strategy; they may not be measuring the correct Key Performance Indicators (KPI) that allow modifications when something isn't working. So, the question is — does your Lifecycle Strategy result in best-in-class system reliability, allowing you to achieve maximum profitability?

## Benefits

**Focus on your core business:** Automation is Emerson's core business, and an established, accessible network of factory-certified experts deliver the knowledge, experience and best practices necessary to help you achieve your business goals. This expertise is powered by the integration with products, technologies, delivery systems and processes that link right back to the source. Implementing a structured SureService program will deliver a clear strategy to find and uncover risks to system availability and future-proof your investment. The Emerson team will provide fundamental support and execution of the program strategy and develop and deliver an actionable plan to meet your operational needs. When Emerson becomes an integrated part of your team to ensure your control system performs when it counts, it allows you to focus on your core business — the process.
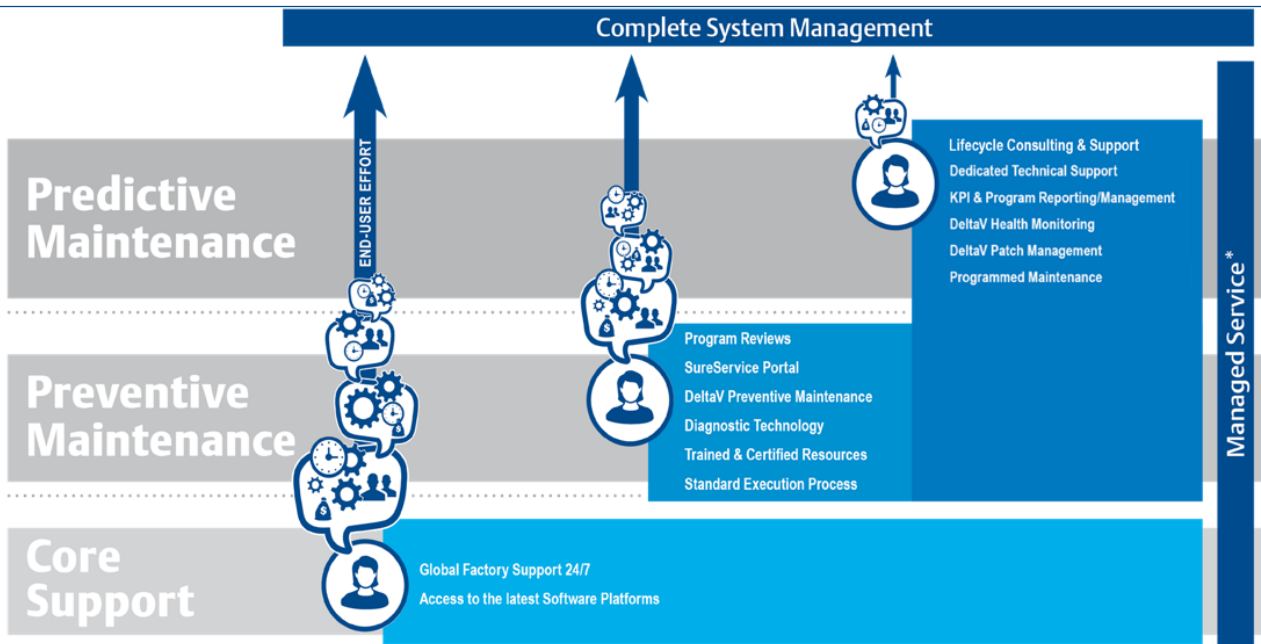
**Confidence in your control system:** Engaging with Emerson to support system maintenance will deliver stakeholders the maximum value out of your system objectives. As part of the SureService program, trained and certified personnel will execute the program scope that is repeatable worldwide to ensure availability of your systems for your operations. The program people, processes and technology deployed ensure that all interactions with your system are executed in the most efficient comprehensive manner to provide confidence that your business can unlock the performance and value in your investment.

**Targeted maintenance objectives:** Assembling a SureService program that meets your lifecycle strategy is fundamental to stakeholder success. Emerson's systems reliability and lifecycle consultants will work with your stakeholders to develop a program that is aligned with your business outcomes to deliver value through people, processes, and technology. The correct mix of maintenance principles, lifecycle planning, support and execution process provides for a stronger return on investment whilst ensuring that the system continues to deliver incremental improvements in operations, engineering and reliability performance. The SureService program underpinned by your lifecycle strategy and collaborative execution is fundamental to allowing you to focus on your core business and realizing the value in the system investment.

## Aligned SureService Program - Focus on Your Business

**Complete System Management**

END-USER EFFORT

**Predictive Maintenance**

**Preventive Maintenance**

**Core Support**

Lifecycle Consulting & Support
Dedicated Technical Support
KPI & Program Reporting/Management
DeltaV Health Monitoring
DeltaV Patch Management
Programmed Maintenance

Program Reviews
SureService Portal
DeltaV Preventive Maintenance
Diagnostic Technology
Trained & Certified Resources
Standard Execution Process

Global Factory Support 24/7
Access to the latest Software Platforms

**Managed Service** *

*Outcome based Reliability, Risk & Performance Alliance Partner

# Program Framework and Features

Emerson's SureService Program provides you a flexible framework to structure a complete maintenance program that aligns with your overall lifecycle strategy. Your primary system maintenance objectives can be deployed and enhanced with supporting services and solutions to drive your business outcomes. The focused maintenance tier outcomes will transform traditional approaches to your maintenance program by allowing you to invest in people, systems and initiatives that deliver results to your revenue stream.

### Program Review

Annually, Emerson will engage with you to review the program delivery and alignment with your lifecycle strategies. The meeting will focus on:

- Technical dashboard review and status from Guardian Support portal
- Review and analysis of the System Analysis Report and/or Evaluation Report
- Review/update on Asset Lifecycle Strategy
- SureService Program content analysis against the Asset Lifecycle Strategy

This will ensure that the program will evolve and continue to deliver value outcome to your business.

### Program Collaboration and Management

SureService Portal (as part of ST200, 300 & 400) will expand upon the core support functionality in Guardian Support to elevate collaboration and execution of the program. Key program deliverables, technical historical values, extended metrics and recommended actions will be available to ensure understanding timely actions to achieve availability objectives are met.

Key Features:

- Maintenance metrics
- Historical technical parameters
- Recommended actions management and tracking
- Collaboration environment for you and Emerson

# ST100 Core Support Service — A Set of Services That Provide Core Support Needs for Your Automation Infrastructure

### Guardian™ Support

Emerson's Guardian Support enables real-time visualization and management of your control system:

- 24x7x365 expert technical support and remote system diagnosis speeds up troubleshooting and resolution, reducing downtime and improving performance.
- Software updates help you maximize value-add features and functions in system software updates.
- Support portal and dashboard provide system-specific information including system health score, Knowledge Base Articles (KBAs), Microsoft security updates, asset lifecycle status and issue resolution tracking.
- Automated notifications provide relevant and actionable system information via email or RSS web feed.
- System analysis reports highlight specific areas requiring action to maximize system availability and reliability.

# ST200 Preventive Maintenance Service — The Preventive Maintenance Program Provides Priority Access to Best-in-Class Automation Availability

The Preventive Maintenance Program is built around people, processes and technology to manage risk in system operation and unlock value aligned with the preventive strategy.

The Preventive Maintenance Program is factory-standard, developed to review all key components of your DeltaV™ system to ensure its availability and uncover potential issues that might affect the performance or may cause an unexpected disruption of your production process. It covers the following system dimensions:

- System updates and hotfixes
- Controllers
- Cabinet
- Workstations
- I/O subsystems

- Network
- DeltaV SIS™ maintenance
- Backup and Recovery
- Automated Patch Management
- Virtualization
- System cybersecurity
- System alarm performance measured against ISA standards

**Endpoint Security**

Common site concerns are the ability to provide primary level cyber protection from malware and using Ongoing Systems to assist in compliance with new cyber-policies and finding ways to effectively protect your control system from cyber-attacks.

To address this, Emerson employs Endpoint Security for DeltaV systems, also known as antivirus or blacklisting. Endpoint Security's key function is to scan network workstations or servers for "known" viruses. Once discovered, these files are immediately quarantined and /or removed from the device while the software proactively scans other network devices for the presence of those same files.

**Backup and Recovery Services**

Emerson's Backup and Recovery Services are an easy-to-use, easy-to-manage enterprise class data backup and disaster recovery solution for your DeltaV DCS, AMS Suite and other critical files, folders and databases. Emerson's Backup and Recovery Services provide expert consultation, implementation, verification and recovery support for Emerson's Backup and Recovery solution.

**Local Engineering Support**

The Preventive Maintenance Program is executed by Emerson certified field service centers with certified, trained engineers designated to delivering services to your business. The Designated Local Service Center/Engineer leverages local knowledge of your site and system to increase efficiency in service delivery and issue resolution. The Designated Local Service Engineers can be a team of service engineers from the local office assigned to be the focal point of contact and provide support to the customer.

Here are some of the activities (but not limited to) that the Designated Service Engineer will be involved in:

- Be familiar with your site and systems
- Conduct the preventive maintenance
- Discuss the preventive maintenance findings with you, propose and implement recommended actions
- Possible involvement on daily operational activities around other maintenance services included in the service contract

The maintenance service hours in preventive maintenance are structured to provide maximum flexibility your business.

Maintenance service hours may take on different forms in a service contract. They may be (but not limited to):

- Hours to execute the preventive maintenance checks, reporting and executing recommended actions resulting from the system maintenance
- Defined number of hours (more commonly called "bank of hours") that can be used for service work throughout the duration of the service contract
- Prescribed service rates that will be utilized in the event that a service work is triggered
- A blanket purchase order on which service work can be charged against for service engineer mobilization

**Spare Parts Analysis**

Recommended spare parts inventory based on Emerson system installed hardware will be supplied to align with the preventive maintenance focus.

# ST300 Predictive Maintenance Service — Data-driven Predictive Maintenance and Asset Management Program to Maximize Return on Automation Investment

The Predictive Maintenance Program is focused on delivering maintenance efficiencies to uncover risks to system availability, measure you against best practices, and provide a collaborative engagement in system ownership and operations. The program technology solutions allow for personnel to make data-driven decisions in execution efficiencies of maintenance processes that positively impact the system availability for your operation.

Program technology systems central to the predictive focus:

### DeltaV Continuous Health Monitoring
DeltaV System Health Monitoring enables unparalleled efficiencies in system diagnostic technology and decision guidance processes to increase effectiveness in system management.

The solution automates processes and tasks sending notifications when observed health parameters are outside of expected normal operating ranges. Actionable Alerts enable collaboration to direct technical resources to address the root cause of any problem detected to predictively action and resolve.

### Automated Patch Management
Every month, there are new Microsoft security updates, anti-virus updates and DeltaV DCS hotfixes that need to be acted upon. Emerson's Automated Patch Management provides an effective solution that addresses the five deployment steps: identification of required Emerson approved updates, acquisition of update executables, distribution to appropriate DeltaV DCS nodes, installation and compliance auditing.

Emerson tests these updates against DeltaV versions to assure their installation will not cause any issues. The list of Emerson approved updates is then sent to subscriber sites where the approval lists are distributed to the subject DeltaV systems. The DeltaV systems can then be updated per these approval lists.

### Endpoint Security
Common site concerns are the ability to provide primary level cyber protection from malware and using Ongoing Systems to assist in compliance with new cyber-policies and finding ways to effectively protect your control system from cyber-attacks.

To address this, Emerson employs Endpoint Security for DeltaV systems, also known as antivirus or blacklisting. Endpoint Security's key function is to scan network workstations or servers for "known" viruses. Once discovered, these files are immediately quarantined and /or removed from the device while the software proactively scans other network devices for the presence of those same files.

### Backup and Recovery Services
Emerson's Backup and Recovery Services are an easy-to-use, easy-to-manage enterprise class data backup and disaster recovery solution for your DeltaV DCS, AMS Suite and other critical files, folders and databases. Emerson's Backup and Recovery Services provide expert consultation, implementation, verification and recovery support for Emerson's Backup and Recovery solution.

### Asset Management and Lifecycle Consulting
Lifecycle consultancy is a key dimensional component focusing on maximizing asset management to deliver business outcomes throughout the system lifecycle. Lifecycle consultancy is built on a foundation of technical expertise provided by the Factory Product Expert and Lifecycle Governance managed by the Lifecycle Management Service.

### Lifecycle Management Service
Emerson will dedicate a person to serve as your comprehensive lifecycle consultant responsible for Lifecyle Management Service. This person will enable development, implementation and preservation of your lifecycle strategy.
Lifecycle Management Service will develop, implement, and maintain:

- Guided lifecycle strategy for the long-term value delivery of the system

- Governance through periodic Management Level Meetings, Facilitating Collaboration and serving as a program escalation point

- Dedicated standards, processes and tools

- KPI dashboard and program review

- Collaboration platform for storing and sharing

- Continuous improvement and lessons learned sharing

- Assessment and consultation on KBAs

**Factory Product Expert**

Emerson will designate a Factory Product Expert (FPE) out of our Product Engineering organization to be your consistent connection to the next level of expertise. The FPE will utilize their domain knowledge and be backed by experts in DeltaV Product Engineering and the DeltaV Technology organization to resolve complex system issues. The relationship with the FPE will be established and developed through periodic meetings, person-to-person email exchanges and telephone conversations, as needed. This approach will provide continuity of support and a climate of teamwork and open communications.

In addition to the exclusive professional and expert advice, the FPE will facilitate priority call handling and escalation through oversight and intervention. Whenever you or a member of your team call the Global Service Center (GSC), the FPE is notified via email within 60 minutes of the call. The FPE has the discretion to participate in the progress of any call, as deemed necessary. The FPE will complement the local resources and those of the GSC wherever expert technical input is needed and further facilitate interaction to ensure responsiveness. Because this expert is familiar with the previous call history of the account, the FPE is able to quickly align with the caller, leading to efficient call progression, rapid response and resolution.

**Local Service Center**

Providing day-to-day engineering support services to the program, the Emerson field service centers with certified, trained engineers will integrate and deliver to the key stakeholders in your operation. The local field service center engineers, Global Support Center, Factory Product Expert and Product Engineering teams, as part of the ST300 program, deliver holistic technical support to support your operations.

The services provided locally will be assembled to best achieve the required outcomes in-line with your lifecycle strategy. The services can include:

- Reactive/emergency support
- Resident Engineer services
- Call off engineering engagements

## ST400 Managed Service — Strategic Collaboration Where Emerson Assumes Full Responsibility for Identified Performance Based Outcomes

SureService ST400 allows you to fully focus on your core business — the process — while Emerson takes full responsibility for your automation system's maintenance, reliability, and performance. Emerson will become an integrated part of your team. Emerson's SureService Program team, processes and technology ensure the correct mix of maintenance principles, lifecycle planning, support and execution delivering stronger return on investment. Multi-dimensional governance layers implemented under the SureService Program facilitates depth in strategic collaboration for all stakeholders to foster open communication and continuous improvement opportunities. Assigning Emerson to manage services for your system and the inherent strategic collaboration developed will allow you to meet and exceed your business goals.

# Ordering Information

| Description | Model Number |
|---|---|
| SureService ST100 | Please Contact Your Local Emerson Sales Office |
| SureService ST200 | Please Contact Your Local Emerson Sales Office |
| SureService ST300 | Please Contact Your Local Emerson Sales Office |
| SureService ST400 | Please Contact Your Local Emerson Sales Office |

**DELTAV**™                                                                 **EMERSON**™