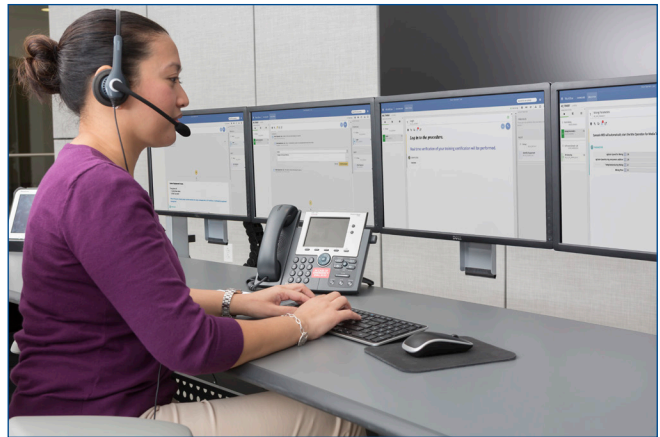# Extended Interface Support

- Perform system upgrades with confidence

- Maximize plant manufacturing availability

- Reduce risk during all phases of the operational lifecycle

- Implement robust, customized solutions

The Syncade MES Extended Interface Support is designed to maximize the availability, sustainability and performance for customized interfaces implemented at the site.

Introduction

Core product releases for Syncade provide the functional baseline from which manufacturing execution systems (MES) are built and configured. It is also possible to tailor a comprehensive Syncade solution by adding custom interfaces that complement functional standards to meet yourproduction needs.

Custom interfaces facilitate transactions and communication with third party systems to enhance functionality of the Syncade MES core product, making it adaptable to your unique business processes.

Guardian Support for Syncade MES covers core product software and standard configuration, but excludes support of custom interfaces.

If custom interfaces have been implemented as part of your MES solution, Emerson recommends that you also consider Syncade Extended Interface Support. Extended Interface Support expands Guardian coverage to include custom interfaces.

With Extended Interface Support, you have 24x7x365 access to technical support via Emerson's Global Service Center. In addition, impact assessment reports will be delivered for each Syncade core product update, providing insight into which interfaces deployed to production have been impacted by the release and may require further evaluation. Should a Syncade core product update compromise the functionality of a custom interface; you have the option to request an update from the Syncade Extended Services group.

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Benefits

Maximize plant manufacturing availability: Extended Interface Support will provide you with 24x7x365 access to technical support through the normal Guardian Support process. Access MES experts directly via remote connection to analyze your application and resolve issues quickly.

Established project handover process: Syncade Extended Services will provide your project group with a process to officially handover custom interfaces developed throughout the support engagement.

Reduce risk during all phases of the lifecycle: The Syncade Extended Services group will provide impact assessment reports for each Syncade core update, detailing the effect of the release on your custom interfaces. Use impact assessment reports to drive decisions regarding regression testing and component upgrades.

Improved responsiveness and productivity: Updates for custom interfaces are provided directly from the Syncade Extended Services group, when applicable. Implementing enhanced custom interfaces will ensure that your application remains viable and functionally robust with up-to-date technology.

Extended Interface Support Evaluation and Maintenance

Upon purchasing Extended Interface Support, the Syncade Extended Services group will evaluate your custom interfaces for long term supportability and maintenance under Syncade development guidelines.

If the Extended Services group determines that a custom interface was not designed or developed for long term supportability and maintenance for Extended Support, that interface will be excluded from the library covered under the contract. More details on Extended Support exclusions is contained in the Extended Component and Interface Support Guidebook, available on the Guardian website. Emerson offers the option to update the excluded custom interface(s) to meet Syncade development guidelines on an hourly rate basis.

Extended Interface Support Offerings

Extended Interface Support has two offerings, Basic or Comprehensive, which provide options based on how custom interfaces are managed by your site:

Basic Level Support

Receive technical support 24x7x365 by phone, email, or remote connection support as it relates to custom interfaces that were implemented at site.

All custom interfaces deployed to production environments are stored in a version controlled library maintained by the Syncade Extended Services group. Once collected, impact assessment reports will be delivered to you with each core product release.

Updates to custom interfaces or requests for new custom interfaces are offered on an hourly rate basis. Because your interfaces will be maintained in a version controlled library, the request can be evaluated quickly and a solution provided on an expedited schedule, subject to the Syncade Extended Service group's availability.

Comprehensive Level Support

Comprehensive Extended Interface support includes all Basic Extended Interface Support features.

The Syncade Extended Services group will update any custom interface whose functionality is compromised or modified by a Syncade core product update. Please note that this excludes major software updates. The solution delivered by the Syncade Extended Services group will be designed for long term sustainability and developed with Syncade coding standards.

Note: Workflow 4.6 to Workflow 4.9 is considered a major software update and is not eligible for custom interface updates for any modified software as part of the Extended Interface agreement. Additionally, Syncade Extended Interface Support does not include coverage for custom reports, custom tools, or custom stored procedures.

What is the Business Value of Extended Interface Support?

Extended Interface Support will help you avoid loss of production while implementing custom interfaces within your process control operation.

When studying the business value of the Extended Interface Support service, consider the benefit of proactive software support congruent to your operational needs versus the disruptive activities and downtime costs associated with problem discovery, troubleshooting and resolution.

Avoid the cost of lost revenue – Consider the total revenue typically lost during the incident evaluation and repair period.

Avoid the direct cost to return to operation – Consider the cost of unscheduled down-time, material, labor, overtime, off spec product and the start-up time required to begin operation.

Enterprise Customer

It is mandatory that Syncade customers with multiple Production systems (regardless of location) purchase Extended Interface Support for each Production system in order to receive support service related to the Extended Interface offering.

Customers can purchase Comprehensive Level support for a single Production system and Basic Level support for any other Production system **only** if the full library of interfaces is exactly the same between each Production system and will remain the same for the full life of the Extended Interface contract.

Should the interface library across Production systems have any differences, Comprehensive Level support will be required for each system.

Ordering Information

Contact your local business partner for more information. Syncade Extended Interface Support follows the same discounting structure as Guardian Support.

Description	Part Number
1-Year Syncade Extended Interface Support - Basic	DF1501
1-Year Syncade Extended Interface Support - Comprehensive	DF1502

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