

**Service solutions that solve
your challenges.**



Flow Lifecycle Services

Operate safely, improve reliability, and optimize performance.



Engineering expertise. Process optimization. Increased operational certainty.

Maintenance. Reliability. Performance. When it comes to Lifecycle Services, Emerson provides you with the solutions you need to increase profitability and actualize the full potential of your automation investment.

Our Flow Lifecycle Services team of experts leverages its industry-leading engineering experience and knowledge to amplify plant efficiencies. From Startup Services to Audit Services to Process Adherence protocols, we partner with you to keep your plant running consistently while improving your asset reliability and achieving your business goals.

Better insights. The right expertise. Emerson's Lifecycle Services team improves reliability to strengthen plant performance.

Industry Trends

69% of U.S. business leaders are worried about cyber threats¹



50% of experienced personnel are expected to retire in the next decade²



80% of the production capacity lost due to unplanned shutdowns is preventable³



A top reliability program delivers operational savings 5–10 times over maintenance savings⁴



1. PwC, 17th Annual Global CEO Survey, January 2014.
2. Society of Petroleum Engineers, "The Great Crew Change: A Change for Oil Company Profitability." April 16, 2011.
3. ARC Advisory Group, March 2011.
4. Reported by Emerson's Reliability Consulting based on multi-industry study of Best Practices.





Our Flow Lifecycle Services team can help you increase plant reliability and preserve your investment.

Emerson provides the best fit-for-purpose flow technologies that utilize inherent service data to deliver early insight and enhance the performance of critical process units in the most cost effective manner. Leveraging our proven system design processes, best-in-class measurement and control technologies, and field-proven best practices, our flow systems **enhance operational effectiveness** and **improve capital efficiency**.

Emerson offers Lifecycle Services solutions in the following areas:

- Acoustic & Discrete
- Density & Viscosity
- Distributed Sensors
- Flame & Gas Detection
- Flow
- Gas and Liquid Analysis
- Blending & Transfer
- Marine Measurement & Analysis
- Pipeline Integrity
- Pressure
- Tank Gauging
- Temperature
- Wireless Networks & Infrastructure
- Gas & Liquid Custody Transfer

Reduce threats. Assure outcomes.

Working with you, our Flow Systems and Solutions team helps you identify and end any potential and hidden risks through our **Project** and **Operational Certainty** programs.

Both Project and Operational Certainty empower you with the processes and efficiency you need to move your project to Top Quartile performance, where opportunities exist to save millions of dollars.



Project Certainty

The industry has reached a tipping point. Projects can't be sustained with current budget and schedule overruns. Decoupling dependencies, eliminating bottlenecks, and allowing concurrent work streams create new-found efficiency and cost savings. We help you create high impact strategies to meet your goals.

Built on our innovative technology and engineering-based approach, Project Certainty improves capital efficiency and ends one of your greatest project vulnerabilities: project schedule performance. By engaging early during engineering and design studies, we help you define your project goals and identify the high impact strategies needed to trim costs, reduce complexity, and shorten delivery.

Operational Certainty

Ensure safety, improve reliability, optimize production, and minimize emissions. From an operational perspective, you want to leverage all of these factors. Our Operational Certainty process works in parallel with our Project Certainty process. It combines our expertise and consulting services with our comprehensive automation technologies portfolio and new Industrial IoT solutions to enable you to achieve Top Quartile performance in these areas.

Your Challenge

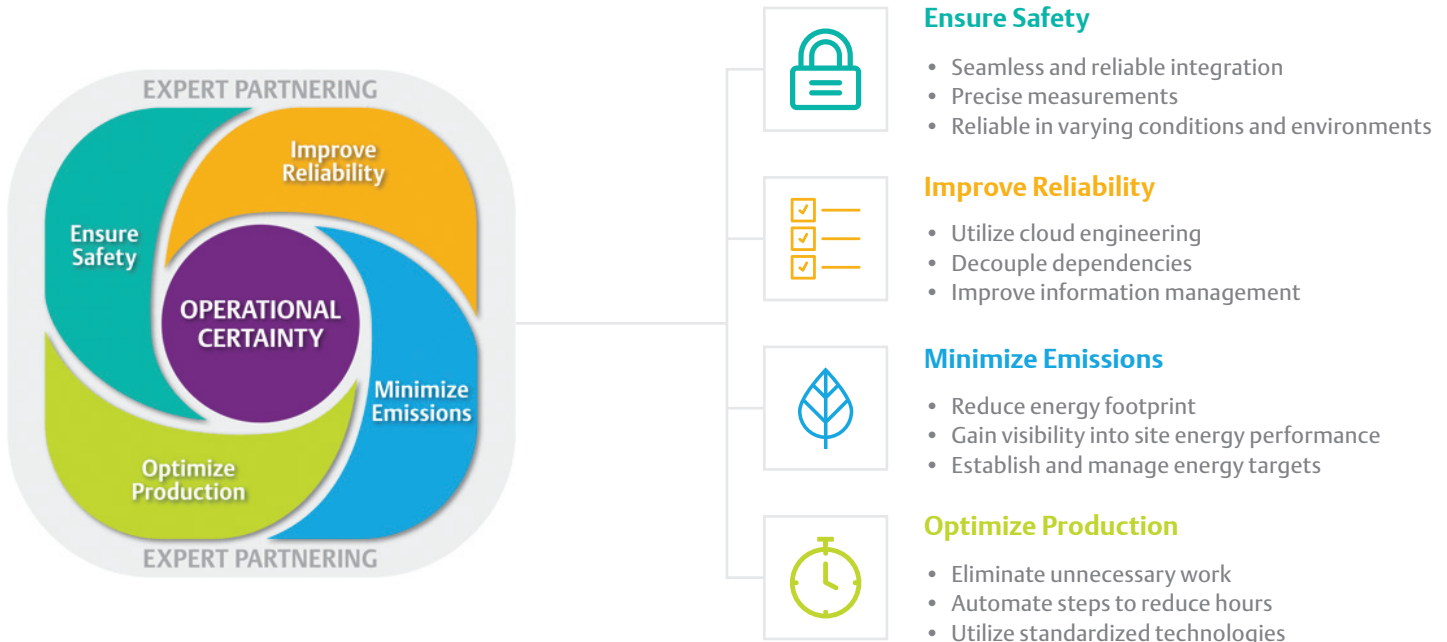
Each project is unique. So are the potential and hidden inefficiencies. How do you identify—and address—each and every cost and schedule threat so your project can achieve Top Quartile performance?

Our Solution

Working closely with you, we help you carefully define your project goals. Then, through our differentiated technologies and processes, we engineer and customize solutions that enable you to trim costs, reduce complexity, and maintain measurement integrity.

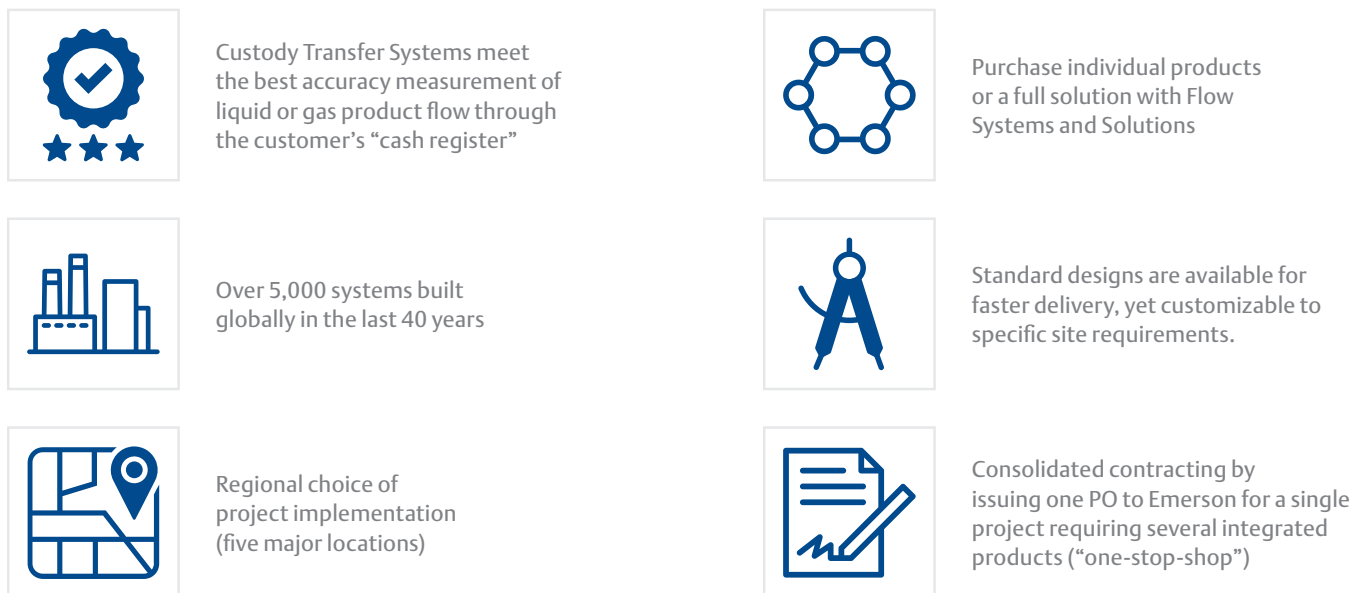
Operational Certainty helps you achieve Top Quartile performance

Through Emerson's Operational Certainty program, you'll be able to ensure safety, improve reliability, minimize emissions, and optimize production so your project can achieve Top Quartile performance.



Our Operational Certainty process in action

By leveraging our industry expertise, consulting services, comprehensive automation technologies portfolio, and new Industrial IoT solutions, we help you achieve Top Quartile performance in the areas of safety, reliability, production and energy management.



Ready for your site to be a Top Quartile Performer? Contact Emerson at ContactUs@Emerson.com or Emerson.com/ContactUs.

Flow Lifecycle Services

Built on the foundation of three process-proven approaches, our **Flow Lifecycle Services** focus on the maintenance, reliability, and performance of your plant.



Executing an effective maintenance strategy for the lifecycle of your plant can be a daunting task. Emerson's **SureService™ Program** can help simplify that undertaking. You can choose from four packages of bundled services to find the right mix of maintenance activities that will help you operate safely, consistently, and economically—while improving your asset reliability and further preserving your investments. Progressive tiers provide you with flexibility to decide how much to involve Emerson in taking care of your plant maintenance, reliability, and performance goals. Each of the tiers build upon one another, allowing you to tailor a package that best meets your needs.

Offerings are available for:

- Micro Motion™ Coriolis Flow Meters
- Rosemount™ Magnetic and Vortex Flow Meters
- Rosemount™ Ultrasonic Flow Meters
- Emerson's Flow Metering Systems
- Micro Motion™ Density and Viscosity Meters
- Roxar™ Multiphase Metering, Corrosion, and Erosion Instrumentation



Maintenance Services

Keep your plant operating safely, consistently and economically

- Reduce measurement uncertainty and sustain accuracy with regular maintenance and calibration
- Benefit from a comprehensive measurement system approach to service
- Manage regulatory documentation



Reliability Services

Improve your asset reliability and preserve your investment

- Reduce emergency service requests and shutdowns
- Achieve plant balance and minimize losses with reliable and accurate data
- Improve decision making with diagnostic monitoring and reporting



Performance Services

Optimize your plant performance and achieve your business goals

- Conduct shutdowns, turnarounds, and planned outages with on-site help from certified Emerson engineers and consultants
- Increase confidence with experienced installation and startup
- Develop personnel and improve safety with training and education



Lifecycle Services	Maintenance	Reliability	Performance
24 Hour Phone Support	●		
Emergency Response Services	●		
Repair	●		
Parts Management	●		
Preventative Maintenance		●	
Calibration Services		●	
Obsolescence Planning		●	
Startup & Commissioning		●	
Flow System Auditing Services			●
Operating Procedure & Manual Development			●
Report Management			●
Remote Monitoring			●
Educational Services			●
Process Verification & Testing Services			●



Operate safely, reliably, and economically

Maintenance Services provide the support and expertise you need to keep your plant operating efficiently and effectively. When a major project is on the line, having an experienced, knowledgeable team onsite can be essential to staying on schedule and on budget.

Emerson's global network of skilled service professionals provides parts, expertise, and hands-on service to accurately diagnose and repair your equipment and devices. With both factory and regional service centers, we offer unmatched local support around the world. From repair/replace assessments and device refurbishment, to calibration and upgrades, Emerson's broad portfolio of services includes everything required to keep your plant operating at peak performance, day in and day out.





Your Challenge

A comprehensive maintenance strategy requires that you have detailed, proactive maintenance activities and the right support team. How do you access the skilled personnel and proven processes required to keep your plant operating long into the future?



Our Solution

Our Maintenance Services team of experts keeps your system running smoothly while protecting your control system from critical issues and security breaches—all while getting faster resolution and secure support.

Maintenance Services



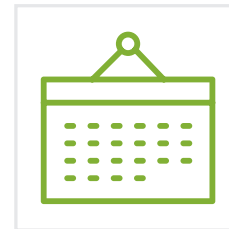
Technical Support

At Emerson, we're dedicated to delivering technical support at any time and place you might need it. Whether it's startup services, comprehensive maintenance, or on-demand troubleshooting, our knowledgeable, results-oriented staff will help keep you operating at peak efficiency 24 hours a day, 365 days a year.



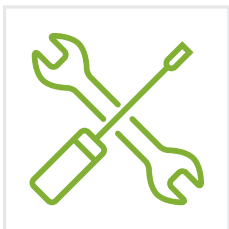
Emergency Onsite Services

Emerson's extensive network of certified product experts is available and equipped to provide fast, onsite assistance when remote support capabilities cannot solve an issue. Service can be customized according to your plant's performance history, age, and complexity to help eliminate unplanned costs and minimize downtime.



Scheduled Onsite Services

Even the most sophisticated equipment requires routine maintenance to keep it in top operating condition. Emerson's scheduled onsite support service enables you to ensure that critical maintenance services are performed regularly, so you don't have to divert manpower from other important tasks.



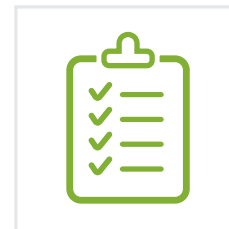
Repair

Emerson's global network of skilled technicians provides parts, expertise, and hands-on service to quickly diagnose and repair your equipment and devices. With both factory and regional service centers, we offer comprehensive local support around the world to keep your plant operating at peak performance, day in and day out.



Advanced Repair & Replacement

Emerson's advanced repair and replace service can provide refurbished units to replace obsolete, non-stock, or hard-to-locate assets and parts, helping you keep costs down while assuring full regulatory compliance. Parts can be delivered often on the same day you order.



Service Support Agreements

Emerson's SureService™ offers four different service packages ranging from core maintenance services through fully outsourced service support. You can tailor an optimal maintenance strategy that best suits your operation.



Ready for your site to be a Top Quartile Performer? Contact Emerson at ContactUs@Emerson.com or [Emerson.com/ContactUs](https://www.emerson.com/ContactUs).



Improve reliability. Preserve investment.

Accurate and reliable flow metering equipment is critical to the bottom line of any facility that handles fluids. Emerson's certified service experts can audit your flow metering operation to ensure on-spec performance and recommend cost-effective best practices for increased reliability and reduced operating cost.

From calibration and verification, to safety systems, to site evaluations and walk down, Emerson's broad portfolio of **Reliability Services** includes everything required to improve and preserve your asset reliability and investment.





Your Challenge

You need to support production changes and demand for increased throughput, while minimizing variability, all within a set budget. But how do you achieve your lifecycle objectives and lower your total cost of ownership?



Our Solution

Our Reliability Services helps you stay proactive to avoid system surprises while increasing your systems availability and reducing risk. And it ensures you can secure critical parts promptly.

Reliability Services



Startup & Commissioning

Getting a facility or process up and running under a tight timeline can be challenging as you integrate complex technologies that require specialized skillsets. Emerson-certified experts help enable you to address potential regulatory, operational, and project risks early to ensure a safe, timely start-up.



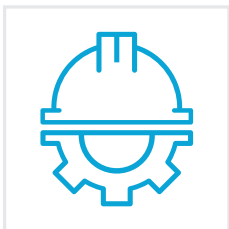
Calibration & Verification

The accuracy and functionality of your measurement system is core to quality, process efficiency, and safety. Emerson's calibration and verification services include onsite visits from experienced professionals who will certify that your devices and instrumentation are meeting performance and safety standards.



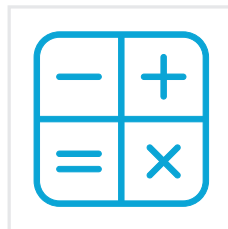
Site Evaluation & Walk Down

A proactive approach to maintenance allows you to minimize operating costs, reduce risk, and make better business decisions. Emerson's site evaluation and walk-down services assess the reliability, security, and performance of your systems, helping you maximize your return on investment.



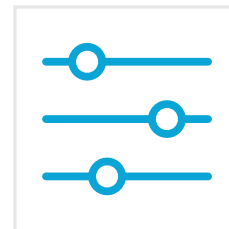
Safety System

Emerson's safety system services make it easier to maintain a safe working environment, meet regulatory requirements, and support your systems throughout their lifecycles. Our certified specialists will verify modifications are done in compliance with the latest safety standards.



Upgrade Services

Emerson's upgrade services assist you in identifying assets that will reduce operational costs and improve reliability, if upgraded. Our experts analyze and define how innovative automation solutions can impact your specific plant economics.



Service Support Agreements

Emerson's SureService™ agreements allow you to tailor your support to be focused on routine maintenance, improving the reliability of your operation, or improving performance to meet bottom line business objectives.



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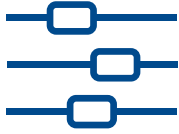


Optimize performance. Achieve goals.

Your business demands continual improvements of your capital efficiency to optimize production and improve reliability—all while lessening costs, reducing complexity, and accommodating change. Safety is always a top priority, and meeting regulatory requirements is a necessity.

Emerson's suite of **Performance Services** helps you meet demands beyond your current workforce's capabilities. Whether it's training, the development of cost effective best practices, or on-site, hands-on assistance, we provide the service and support needed to reach your goals.





Your Challenge

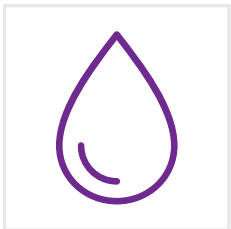
You need to be able to take advantage of the built-in functions of your modern control system so you can get the full return on your automation investment. But how do you ensure priority access to process experts 24 hours a day, every day?



Our Solution

Our Performance Services help augment your team with expert knowledge so you can achieve your business goals.

Performance Services



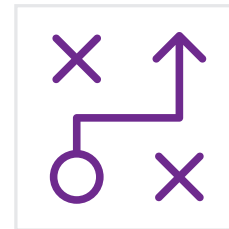
Flow Metering Certainty

Small measurement errors can significantly impact custody transfer or fiscal flow measurements. Emerson's Measurement Uncertainty Analysis services can help you detect and assess issues before they impact your process or profitability.



Asset Performance

Emerson's experts can provide guidance on the best way to plan, execute, and maintain your assets to achieve a higher return on your automation investment. With our asset performance services, you'll improve profitability and achieve asset management and reliability goals.



Improvement & Optimization

Emerson's control performance improvement and optimization services can help you develop strategies for getting the most out of your control systems. Our experts analyze your process and provide valuable guidance for increasing efficiency, maximizing uptime, and reducing risk.



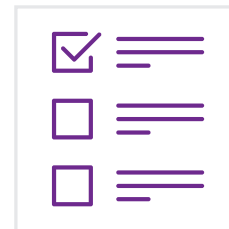
Connected Services

Emerson's Connected Services leverage streaming data from your instrumentation to detect undesirable conditions that might otherwise go unnoticed. Our experts provide actionable recommendations for performance improvement.



Educational Services

Improve your workforce with a full range of training options from Emerson's Educational Services. Train new hires, improve your current workforce, or help your team adapt to new technology or products. Courses are offered through our regional training centers or locally at your facility.



Service Support Agreements

Emerson's SureService™ agreements allow you to customize your performance-improvement support needs, from training and installation through consulting services to remote monitoring of equipment operation and health.



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Lifecycle Services

Budget pressures. Resource constraints. Accurate and reliable flow measurement points are vital to ensure a safe operation, no matter the challenges.

Emerson Lifecycle Services provides you with the expertise, technology and processes needed to help ensure you **operate safely, improve asset reliability, and optimize process capabilities.**

Working with you, our Flow Lifecycle Services team of experts helps you identify and end any potential and hidden risks, creating Project and Operational Certainty for your plant. With Project and Operational Certainty, you're empowered with the processes and efficiencies you need to move your project to Top Quartile Performance, where opportunities exist to save millions of dollars.



8
Project Execution
Centers

14
Global Service
Centers



Access the tools, technology, and processes needed to identify and reduce potential risk of unscheduled shutdown.

Service Solutions For Every Challenge

Today, projects are larger, more technical, and running at a faster pace than ever before. Excess cost and delays are robbing shareholder value. To reduce costs, complexity, and effectively face the challenges that arise, you need to **ensure safety, improve reliability, optimize production, and minimize emissions**. We can help you create Project and Operational Certainty—so you can achieve Top Quartile performance.

**400+ Certified Service Experts
Available Globally**



Maintenance. Reliability. Performance.



Emerson Lifecycle Services provides customers with the expertise, technology and processes that can help them operate safely, improve asset reliability and optimize process capabilities.

To ensure flow solutions and services are closer to our customers, Emerson operates a global network of sales offices, technical support, and accredited service centers. For the location of your nearest support center, or to contact Emerson about a specific request, please visit us at [Emerson.com/ContactUs](https://www.emerson.com/ContactUs).



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