Application Support for DeltaV SmartProcess™ Solutions
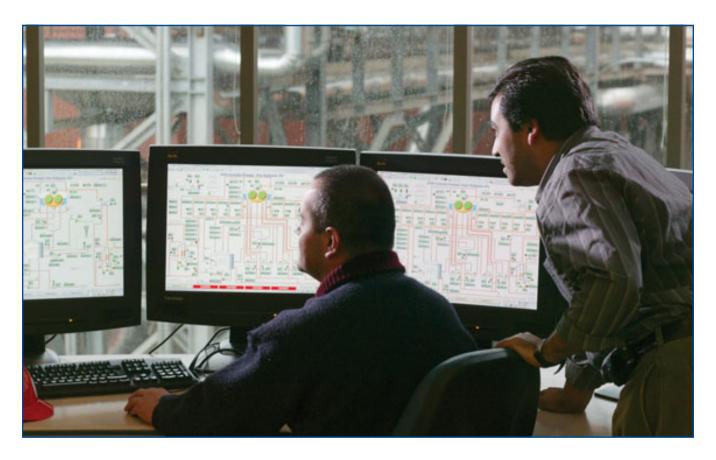

- Maintaining benefits from your SmartProcess™ investment

- Access to experts to help troubleshoot performance issues

- New releases, upgrades and documentation

- Migration assistance with new DeltaV versions

Introduction

Emerson has standardized the implementation of advanced process control (APC) on DeltaV control systems for certain common processes using our SmartProcess™ Solutions. Standardization not only lowers the implementation costs, it also provides a consistent set of DeltaV modules and libraries that can be supported globally. SmartProcess™ Application Support is designed to ensure that the original benefits from your advanced process control applications are sustained for the long term.

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Benefits

Maintaining APC Benefits: Experience has shown that if APC solutions are not maintained properly, the advanced controls are eventually turned off and the operators go back to the "old way" of operating, thus losing the benefits from the technology investment. There are a number of reasons why APC performance degrades over time, such as poorly performing regulatory controls, control valves sticking, process changes or constraints that are not reflected in the APC models. Many of these can be relatively easily resolved with the appropriate resources and attention.

Access to Experts: Application Support provides access to a team of experts that can help you keep your SmartProcess™ performing like it did when it was first implemented. Telephone and remote support are available to help troubleshoot issues or assist with changes to the configuration, APC models or other solution components. Our team is a phone call away.

New Releases: New releases of software and documentation, including release notes are available to Customers on active support. Notifications will be provided when it is pertinent to a customer. Make sure you are up to date and getting the most from your technology investment.

Migration Assistance: Reduce the risk of migrating SmartProcess applications to a new DeltaV version by requesting assistance from the Emerson team. Migrating a SmartProcess™ from one DeltaV version to the next can be tricky depending on what components are being changed or upgraded, if any. Our consultants can assist with evaluating the migration plan and identifying any special issues to consider for the APC applications. Remote support during the migration is also available for assistance troubleshooting any issues with the application and its components.

Application Support Features

Access to APC Consultants

If something does not seem to be working correctly with your SmartProcess™ solution, call and get help from an expert. SmartProcess™ Application Support puts Emerson's APC solution experts a phone call away. Our goal is to help our customers keep our applications running closed-loop, continually generating benefits for many years to come. Emerson's Global Support Center handles Application Support calls 24 hours a day, 7 days a week, every day of the year. The support technicians can often provide the first level support with the DeltaV tools. However SmartProcess application issues are automatically escalated to the Solution Support team. Within one (1) business day, a Solutions consultant will engage

and contact the customer directly to resolve the problem and coordinate with the Support Center to close the call.

The APC consultant may request screen grabs, historical data, DeltaV export files or other information to assist with the troubleshooting remotely. There are a number of areas which can cause issues with APC technologies. The consultant will help identify the most likely cause and will recommend a resolution which might include:

- Modifying/repairing field instrumentation
- Configuration changes
- Loop tuning
- MPC tuning
- New step tests
- Installing an upgrade or patch

Remote assistance with making these changes is included in the standard support charges. On-site assistance with these tasks is available at additional cost.

Support calls are not closed until the customer indicates the problem has been resolved.

Access to New Releases

Active Application Support users can upgrade or patch their systems, if they choose, anytime a new SmartProcess release is announced. Release notes are provided that outline the changes and identify the conditions under which users should consider updating.

Migration Assistance

If you have SmartProcess applications and are considering upgrading your DeltaV, it's a good idea to bring in the experts. Emerson's SmartProcess development team tests and maintains application releases consistent with different DeltaV versions. We can help consult on any special considerations for the APC solutions during the upgrade.

If a new SmartProcess release is available, the team can assist with the upgrade process and any configuration changes required to incorporate the latest software release.

On-site assistance with migration tasks are available at additional cost under Guardian Application Enrichment program.

Ordering Information

Description	Model Number
Application Support Services for SmartProcess Distillation; Base license	VF1040S1
Application Support Services for SmartProcess Distillation; Additional License	VF1040S2
Application Support Services for SmartProcess Fractionation; Base License	VF1046S1
Application Support Services for SmartProcess Fractionation; Additional License	VF1046S2
Application Support Services for SmartProcess Fired Heater; Base License	VF1050S1
Application Support Services for SmartProcess Fired Heater; Additional License	VF1050S2
Application Support Services for SmartProcess Ethylene Furnace; Base License	VF1056S1
Application Support Services for SmartProcess Ethylene Furnace; Additional License	VF1056S2
Application Support Services for SmartProcess Blend Regulatory Control for first blender	VF1051S1
Application Support Services for SmartProcess Blend Regulatory Control for additional blenders	VF1051S2
Application Support Services for SmartProcess Blend Trim Control for first blender	VF1051S3
Annual Application Services Support for SmartProcess Blend Trim Control for additional blenders	VF1051S4
Application Support Services for SmartProcess Blend Advanced Control for first blender	VF1051S5
Application Support Services for SmartProcess Blend Advanced Control for additional blenders	VF1051S6
Application Support Services for SmartProcess Blend-R5 for first blender;	VF1051S7
Application Support Services for SmartProcess Blend-R5 for additional blenders;	VF1051S8
Application Support Services for SmartProcess Boiler for first boiler	VF1052S1
Application Support Services for SmartProcess Boiler for additional boilers	VF1052S2
Annual Application Support for SmartProcess Compressor	VF1058S1

Services Requirements

- DeltaV v8.3 or higher required.

- First-level telephone support available through our Global Service Center, with English, Spanish and Mandarin languages supported.

- SmartProcess™ support available in English only during US working hours.

- Additional Help Desk support are available through one of Emerson's local field offices or Local Business Partners on a per quote basis.

- DeltaV system must be under an active support contract

To learn how comprehensive Lifecycle Services solutions address your process management needs, contact your local Emerson sales office or representative, or visit **www.emerson.com**

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