

Extended Environment Support

- Reduce operations and maintenance costs
- Receive services executed by Emerson experts
- Minimize unplanned downtimes due to network or configuration issues



Enhanced support for your Syncade environment.

Introduction

Syncade MES installs and runs efficiently and effectively across different network environments. However, we understand that there may be situations when an issue is encountered not related to Syncade but can affect the Syncade system. Extended Environment Support is now available to meet your plant's comprehensive needs while addressing your operational and business necessities and challenges:

- Keeping your plant operating consistently
- Optimizing your plant performance
- Achieving business goals

Improve business performance and protect your MES investment with Extended Environment Support. This service provides a full range of coverage related to your hardware, IT, or environmental issues not caused by the Syncade software.

Emerson service specialists will collaborate with your IT teams to review and recommend proven best practices to keep your Syncade environment running at peak performance.

Benefits

Reduce operations and maintenance costs – Syncade Extended Environment Support will minimize the chance of unexpected costs related to network or configuration issues. Upon filing an Extended Environment Support ticket, Emerson technical expertise will augment your capital efficiency by quickly reviewing and providing recommendations for your system environment at a fixed annual rate.

Receive services executed by Emerson experts – Priority access to Syncade service specialists with deep knowledge can be a major time saver. With Extended Environment Support, trained service specialists are ready and available to review and recommend best practices within the Syncade environment.

Minimize unplanned downtimes due to network or configuration issues – Syncade Extended Environment Support allows the Guardian Support team to identify the issue quickly as an Extended Environment Support ticket. Your issue is immediately escalated to the Extended Environment Support team who are ready to provide their expertise for you to resolve the issue quickly and efficiently.

Service Description

As an additional layer of Guardian Support, Syncade Extended Environment Support is a proactive and preventative approach to ensuring enhanced support coverage of your plant’s environment. Once your issue is filed with Guardian Support, an investigation begins and if the Guardian Support team is unable to reproduce the issue on their systems configured to Emerson’s suggested system recommendations, they may identify the issue as an Extended Environment Support item. When this occurs, you will be streamlined directly to the Syncade Extended Environment Support team who will request contact information for your dedicated IT personnel to begin the troubleshooting process.

Extended Environment Support includes but is not limited to:

- Server configuration
- Layer 3 Firewall configuration
- Network Load Balancers
- Layer 3 Network configuration
- Hyper Visor troubleshooting
- Integration points with DeltaV and ERP
- Cloud infrastructure

Once troubleshooting is complete, Syncade’s Extended Environment Support team will provide guidance and recommendations based on their expert knowledge of Syncade best practices and proven solutions to optimizing your Syncade environment.

Ordering Information

Description	Model Number
Syncade Extended Environment Support	DF1405

Clarifications

Emerson will only share best practices and provide guidance to assist in performance resolution issues and will not act as a replacement for an IT Team. If the customer does not have IT personnel on site, it is their responsibility to provide dedicated personnel to implement the best practices and recommendations provided with this service.

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