

# Proactively Manage Your System to Avoid Unscheduled Downtime

*“Increasing system complexity, a constant stream of updates, growing compliance requirements, and others are forcing change in the way process and other industries are keeping their information and control systems up-to-date.”*

ARC Whitepaper on Collaborative Service Management

## What if ...

- You could have a single source for all the relevant and critical information related only to your system?
- You could get automatic alerts on system issues requiring your attention or immediate action?
- You had full-time access to experts to address system issues?
- You could get lifecycle status information specific to your system?

In an increasingly fast-paced environment of advancing technology, automation systems managers are constantly feeling the pressures of managing security updates, software releases and evolving standards and best practices. This evolving environment challenges managers' ability to keep systems running at peak performance while cost-effectively managing automation investments over each asset's lifecycle.

Failure to effectively address these challenges can lead to serious and costly process disruptions. Hourly downtime costs from these disruptions can range from thousands to hundreds of thousands of dollars, depending on the industry.

Collaborative, proactive management can enable systems managers to keep their process automation assets running optimally.

## INCONSISTENT MAINTENANCE PRACTICES

Maintenance practices implemented inconsistently and/or ineffectively lower system reliability. This can lead to unplanned downtime, which in turn can have severe and, extremely costly impacts on plant operations.

## SLOW AND FAULTY ISSUE RESOLUTION

Sluggish troubleshooting practices result in increased downtime and reduced operating performance. Idle operations lead to decreased productivity and employee morale. Backlog caused by extended downtimes add stress on operators, who must restore acceptable plant productivity levels as quickly as possible.

## COSTLY OUT-DATED SYSTEM COMPONENTS

Out-dated software and hardware increase system security vulnerabilities and decrease system reliability. Further, maintaining legacy components becomes increasingly costly as support for their technology and availability of obsoleted subcomponents declines over time. Plant operators challenged by the dynamic and constantly evolving market forces in the process industry find it difficult to keep pace with these challenges to their automation investment.



### RISK MANAGEMENT

Through continuous improvement and support, you can begin to focus on critical business objectives. Guardian Support provides risk management by matching system-specific information to your systems and displaying it in secure, customized support portal. The visual dashboard gauges in this portal reflect the overall health of your systems. This System Health Score measures Key Performance Indicators (KPIs) that determine how well risks to your system's safety, security and process are being managed. It's an easy way to increase performance as you see which systems need attention, and which are at low risk. KPIs, such as Knowledge Base Articles (KBAs), software updates and tested Microsoft security updates, are presented in an easily readable executive summary format, allowing you to plan and prioritize your maintenance activities based on urgency and applicability. Patching, KBAs and hot fixes — left unknown or unattended — can lead to production loss.

### INCIDENT MANAGEMENT

Receive the expertise to troubleshoot and fix system failures. Slower repair times lead to longer production downtime, so access to fast, direct examination and analysis by 24x7x365 Expert Technical Support factory via remote diagnosis is critical for rapid and effective issue resolution. You can call at any time, or submit questions and issues through the dashboard on the Guardian portal. In cases where your plant experiences an unscheduled shutdown, the Global Service Center (GSC) escalates and prioritizes your call, and experts are always on-hand to walk you through steps to fix the issue. With the ability to view and monitor call logs across your enterprise, it makes it easy to share best practices, lessons learned and corrective actions, distribute information across your enterprise, build skills and collaborate with all your DeltaV DCS managers worldwide on similar issues.

### LIFECYCLE MANAGEMENT

Ensure your equipment runs reliably and is available. When done manually, it can take a lot of time to manage system hardware and software, to keep your assets current and to manage the lifecycle of all your equipment. Guardian Support matches your enrolled system-specific hardware and software content to their associated lifecycle statuses. It keeps an updated and accurate inventory of all system components and licensing through the secure website. Whenever a change in the lifecycle status of your hardware and software occurs, proactive email notifications are immediately sent to you for your action. In addition, you can immediately plan for your software upgrades, as you have the ability to download the latest software releases and service packs directly from the website at any time. You can check the integrity of the downloaded files via a Checksum tool that is also provided from the Guardian Support website.

### THE SOLUTION

Guardian Support enables real-time visualization and management of your control system.

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*“Managing a wider variety and more complex sets of technology is increasing the demand of my time. The effort to stay abreast of issues, solutions, and helpful knowledge to remain a contributor of value for my company becomes more difficult. The solution provides a simple interface to access the tools and information to manage my system more efficiently.”*

Manager  
Plastics Materials  
and Resins Company



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Form F-00074 / Printed in USA / 500 / 08-17



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