

# Guardian™ Support for DeltaV™ Distributed Control System

- Minimize risk to drive Operational Certainty
- Optimize performance to achieve sustainable production improvements
- Improve collaboration to streamline fleet management
- Receive decision planning insights to effectively manage resources



*Subscribe to an innovative service for achieving peak reliability and performance of your DeltaV™ distributed control system.*

## Introduction

Guardian™ is your personalized digital platform for system and software management across Emerson Systems & Solutions. Guardian Support delivers unlimited expert technical support, online resources, and provides a platform for other lifecycle services for the DeltaV DCS architecture. Securely access personalized content through Guardian's mobile application or website to take advantage of its risk management, incident management, and lifecycle management tools. Whether at the individual System level, the Plant level, or the Enterprise level – Guardian Support aggregates and delivers real-time service intelligence tailored to your platform architecture and application. The result is a single point of critical system information to help you effectively manage your DeltaV DCS.

Guardian helps drive operational certainty, optimize performance, manage resources, and improve collaboration. Periodic updates and technical resources maximize your system availability and security to sustain predictable maintenance and operations costs, supporting your Operational Certainty strategy. Access to new product updates and performance insights help optimize the performance of your system and software to achieve sustainable production improvements. System-specific information from your online asset inventory delivers prioritization and decision planning insights that result in better resource management. The system-specific, multi-user platform improves collaboration to streamline asset and fleet management. Ultimately, Guardian enables you to make more-informed, proactive decisions to minimize risk and increase the lifecycle of your process automation system.

## Benefits

### Risk Management

#### Minimize risks to drive Operational Certainty

with Guardian's built-in risk management tools. Relevant cybersecurity threats, process control concerns or safety risks are matched to your assets. Patches, KBAs and Hotfixes – left unknown or unattended – can lead to unscheduled process disruptions, and it's important to understand the applicability, necessity and urgency of updates.

The Guardian platform matches safety, security and process risks to your system assets and enables collaborative risk management by documenting your mitigating actions, user notes, and progress. Users can enable email or mobile push notifications for relevant KBAs and software updates.

From time to time, Hotfix bundles for workstations and embedded nodes are created to improve the DeltaV software and made available exclusively Guardian subscribers. These are documented in Knowledge Base Articles (KBAs) matched to the system and presented in executive summary format.

One of the most common cybersecurity vulnerabilities remains the underlying operating system. Microsoft releases monthly patches for supported operating systems, many times addressing known and active threat campaigns. As part of your Guardian subscription, Emerson performs comprehensive compatibility testing of Microsoft Security Updates. Approved updates are then bundled for easier installation on your DeltaV DCS. Regularly uploading your registration file allows Guardian to record and present the patching status of all your workstations, ensuring that you never miss a critical update.

### Incident Management

Guardian's Incident Management tools prevent and minimize unplanned downtime by delivering the resources and expertise to troubleshoot and fix system disruptions. Faster issue resolution leads to less unplanned downtime, and Emerson's expert technical engineers can proactively **optimize the performance** of your system enabling you to achieve **sustainable production improvements**.

Guardian Support includes unlimited 24x7 Expert Technical Support, with secure remote system diagnosis capabilities. You can call or chat with our Technical Support or submit questions and issues through the Guardian website or mobile app. Our Global Service Center (GSC) prioritizes calls to respond quickly when your production is affected, and experts are always available to walk you through steps to fix the issue.

Information on Call Logs provides you the ability to track technical support calls of your systems. With these historical record of system issues readily available, you can view all system incidents, calls and resolution. This makes it easy to share best practices and lessons learned, distribute information across your enterprise and **improve collaboration to streamline fleet management** among automation managers worldwide.



### Lifecycle Management

Access a complete online system inventory to help you plan for upgrades, replacements and parts obsolescence. This is critical to sustaining your system investment as components, subassemblies and critically dependent software evolve. Gain an accurate view of all the hardware, software and licensing, which are valuable for budget planning.

Hardware age, warranty, and support status are clearly identified through an online system inventory that matches your system-specific hardware and software to its associated lifecycle status. Guardian maintains this digital installed base of all system components and licensing for export or review through the website or your mobile device. **Receive decision planning insights** using the asset Lifecycle status information to **effectively manage resources**, helping you plan system management and sustainability investments.

This inventory expands beyond basic hardware and software components. Guardian also features a License Usage screen that shows what licenses are available, assigned and unused for each system node. This feature is useful for demonstrating conformance of license utilization to license purchase.

Part of every lifecycle management strategy should include the major version of your DeltaV DCS. Guardian Support includes a Software Upgrade license to enable major version upgrades allowing you to take advantage of new features and keep your system lifecycle current. Secure digital downloads of the latest DeltaV service packs and major version releases are accessible directly from the website.

## Fleet Management

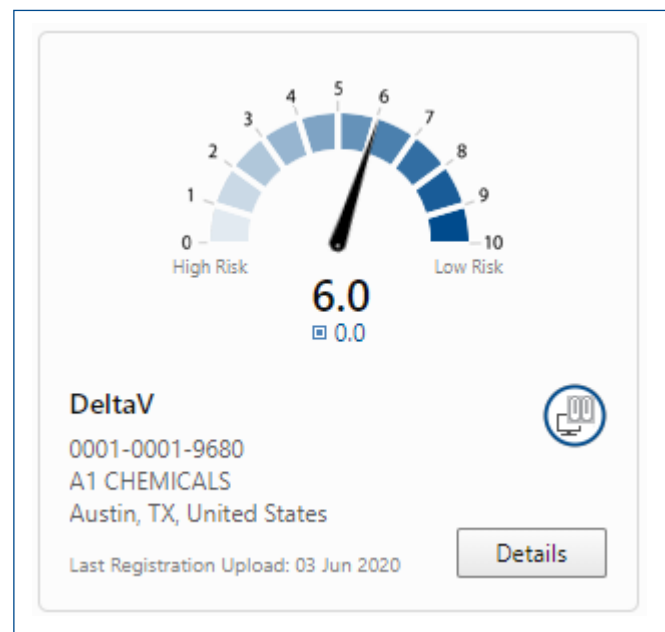
Collaborate with your peers and share best practices in managing your systems across the enterprise. System issues that occur in one site can be immediately mitigated in another site located in another part of the world through on-time notification and proper documentation. Knowing relevant information about all the systems in your enterprise through the Guardian platform helps in efficient management, planning and utilization of the already limited global resources you have.

## Cost Management

Save time and money by significantly reducing your unplanned downtime and maximizing the investment in your system. With Guardian Support, having access to all these risk, incident and lifecycle management information not only gives you peace of mind, it also increases productivity of your workforce by focusing only on the most critical processes in the system.

## Features

**System Health Score:** A visual dashboard gauges the overall health of your system. The System Health Score measures Key Performance Indicators (KPIs) that determine how well risks to your system's safety, security and process are being managed. KPIs for risk areas are listed as KBA, Software Updates, Service Calls, Support Status and System Maintenance. It's an easy way to increase performance as you see which systems need attention, and which are at low risk.

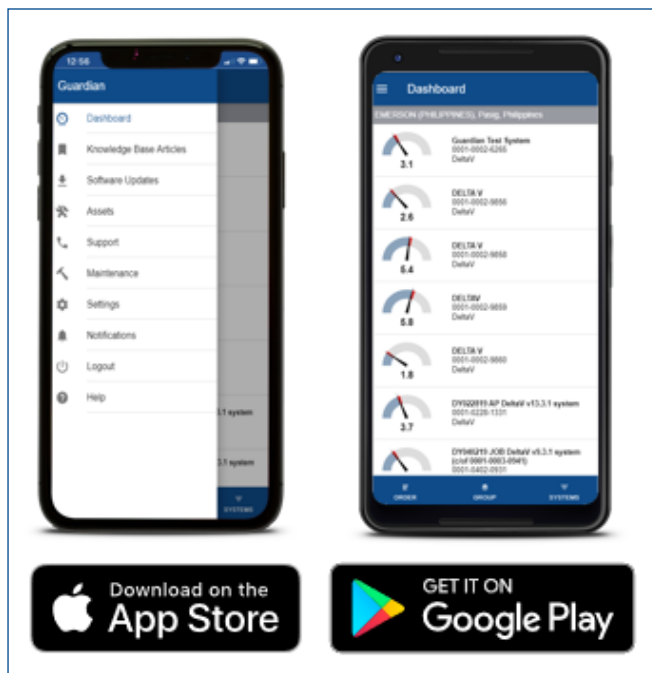


**System Analysis Reports:** The reports provide a snapshot of your risk, incident and lifecycle management statuses for a given coverage period based on the latest system content. All Guardian-supported systems are eligible for 2 reports per subscription year.

**Guardian Software Update Delivery Service:** An automated Guardian Software Update Delivery Service (GSUDS) applet allows you to download (either on demand or scheduled) system-specific DeltaV DCS and AMS Device Manager Hotfixes, Microsoft OS Updates, Device Install kits (for DeltaV DCS, AMS Device Manager, Ovation, Hart, Fieldbus™, Profibus® and DeviceNet™), McAfee Antivirus Patches and text files containing the filename of the latest Symantec™ Antivirus updates. This applet is required for the implementation of the optional Automated Patch Management service that enables automatic deployment of the software updates to the nodes across the DeltaV network.

**Guardian Connect:** For systems without Guardian Support, you can enable Guardian Connect to experience web access and system health visibility to all of your systems. This allows you to immediately review exposure to system security and safety risks. During the initial 30-day trial, many Guardian features are enabled including the online asset inventory and matched KBAs. Afterwards, systems remain eligible to download safety updates and continuously review your system health score.

**Guardian Mobile:** The Guardian Mobile App extends the convenience and access to your personalized support platform. On-the-go management professionals can track health score, submit technical support calls, check the latest KBAs and software updates, or even review asset inventory details. The Mobile App is available for download from the Apple App Store and Google Play store .



## Conventional Software Support

As part of your active Guardian Support service, we created the Conventional Software Support (CSS) license that will be installed on your system to enable DeltaV software updates, including hotfixes that are created for a software version before or during the Conventional Software Support (CSS) period.

A CSS license will be generated for each system at the time of Guardian Support initial purchase and Guardian Support renewals. This is a DeltaV license that should be applied to a specific DeltaV DCS and is not transferrable or reusable in other systems with a different system ID. The license expiration date is concurrent with the support plan expiration.

Active Guardian Support users can download the CSS license at <https://guardian.emerson.com>.

A hotfix identified as Safety-Related may be applied to all appropriate DeltaV DCS, including those without CSS licenses and no Guardian Support subscription.

## Service Requirements

- DeltaV version 7.4 or higher required.
- System information collection requires periodic customer use of an automation-assisted process using the standard DeltaV DCS registration utility. This process does not require a direct Internet system connection.
- Guardian Support is available 24/7 for telephone technical support service. Emerson's Global Service Center provides English, Spanish and Mandarin languages support.
- Additional Local Help Desk and Scheduled & Remedial On-site services are available through one of Emerson's local Field Service Offices or Emerson Impact Partners on a per quote basis.

## Ordering Information

A Guardian Support quotation can be requested by logging in to the Guardian platform and selecting Request to Quote. An email notification will be sent to you as reference and to the appropriate Emerson representative that will assist you with your request.

Description	Model Number
Guardian Support Service with emergency telephone support (24 hours/day, 365 days/year)	VE9041Sxxxx <sup>1</sup>
Guardian Support for both DeltaV system and AMS Device Manager package, both with emergency telephone support (24 hours/day, 365 days/year)	VE9048Sxxxx <sup>1</sup>
Guardian Support for an additional 1,000 DSTs when order exceeds 30,000 DSTs	VE9041S1KEXT
Guardian Support for both DeltaV system and AMS Device Manager package, both with emergency telephone support (24 hours/day, 365 days/year), for an additional 1,000 DSTs when order exceeds 30,000 DSTs	VE9048S1KEXT
Support Reinstatement for Guardian Support having been Expired between 90 Days and 1 Year	VE9042Sxxxx <sup>1</sup>
Support Reinstatement for Guardian Support having been Expired between 1 Year and 2 Years	VE9043Sxxxx <sup>1</sup>
Support Reinstatement for Guardian Support having been Expired between 2 Years and 3 Years	VE9044Sxxxx <sup>1</sup>
Support Reinstatement for Guardian Support having been Expired 3 or more Years	VE9045Sxxxx <sup>1</sup>

<sup>1</sup>Where xxxx represents the licensed DST count, up to 30,000 DSTs.

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/guardiansupport](http://www.emerson.com/guardiansupport).

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