Ovation™ Product Support

Features

- Provides unlimited access to expert technical phone support
- Securely delivers service intelligence tailored to the operating Ovation architecture and applications
- Provides visualization of installed Ovation™ system's inventory and its overall health through a centralized, secure dashboard
- Provides immediate access to online resources, software updates, patches and feature packs to help keep systems up-to-date and NERC CIP compliant

Introduction

Emerson is always committed to the quality of its product support. Our customer service program is fully designed to enable customers to reach their maintenance objectives while maximizing savings. We work together with them to ensure top-quality support and user satisfaction.

Product Support Subscription

Emerson's Product Support subscription enables utilities with the right maintenance package for the unique needs of the power generation and water/wastewater treatment industries.

The Ovation™ Product Support subscription is offered through a single contract containing dedicated support services that will help improve plant control, reduce plant maintenance and provide operational cost savings.

Ovation Product Support subscription bundle includes the following:
- Guardian™ portal access
- 24 / 7 expert phone support with remote diagnostics capability
- Operating system and antivirus patches
- Third-party hotfixes
- Ovation patches and minor version updates

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Product Support Services

Guardian™ Digital Experience

Guardian™ is Emerson's collaborative and personalized digital support platform designed to help achieve maximum system and software availability through unlimited access to expert technical support and online resources. This digital support platform is a prognostic service designed to optimize the reliability and performance of your installed Ovation™ system.

As a core element of Emerson lifecycle services, Guardian provides visualization and management of critical service information that helps to improve system maintenance, reliability and performance.

Guardian enables efficient system management by replacing reactive maintenance activities with a predictive strategy for lower lifecycle costs. Guardian aggregates and securely delivers service intelligence tailored to the operating Ovation architecture and applications.

Guardian Mobile

Guardian mobile extends visualization and management of system lifecycle support requirements to smartphones or tablets. The Guardian mobile application can be downloaded for free from Google Play or the Apple App Store to Android or iOS compatible mobile devices for remote management of your Ovation systems.

24/7 Expert Phone Support

Ovation Product Support subscription provides incident management coverage with 24/7 expert technical support. Customers can call at any time or submit questions and issues through the Guardian platform.

Our Product Support response center stands ready twenty-four hours a day, seven days a week to immediately diagnose and resolve any Ovation™ system problems. Armed with powerful troubleshooting skills and a thorough knowledge of control systems, the Product Support team works with the customers to gather relevant information to correctly identify the problem, diagnose the situation and suggest actions to resolve your request.

Remote System Diagnostics

Remote system diagnosis helps speed-up troubleshooting and problem resolution, effectively reducing downtime in critical situations.

Remote system diagnostics leverages the remote network connectivity capabilities available with today's technology. This service allows the Product Support team to solve problems faster and easier than through expert phone support alone.

If requested by the customer, the Product Support engineer can even guide you to perform corrections online. Moreover, the support engineer may also recommend specific areas where preventative actions or assessments can further improve plant efficiency and processes.

The combination of experience, training and background of our operations staff makes remote system diagnostics the best assurance for identifying and resolving problems quickly.

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Software Updates and Security Patches

Product Support customers have access to software updates therefore, they have immediate access to operating system patches, security patches, third-party hotfixes, Ovation patches, feature packs and minor software updates as available to help keep systems up-to-date and NERC CIP compliant.

Emerson-issued software updates cover the Ovation system, while third-party updates are provided for Microsoft, Oracle, Adobe®, Java™ Runtime Environment (JRE), VMWare and antivirus signatures.

All software updates are validated by Emerson for system compatibility. For easier installation, updates are bundled together and available via downloads from Guardian under the "Support > Self–Service Update" section.

Support that Meets Your Needs

Ovation™ Product Support provides extensive system and product management functions through its bundle subscription though:

- Integrated product support and expertise by connecting your team to our product experts
- Streamlined & secure user experience by providing access product insights and equip your team for action in a single location

Ovation Product Support Subscription Benefits		
Functions	**Services**	**Benefits**
Risk Management	▪ 24/7 Expert phone support with remote system diagnosis ▪ Software updates access ▪ Knowledge Base Articles (KBAs) ▪ System Health Score that measures Key Performance Indicators (KPIs)	▪ Access real time intelligence and relevant updates matched to your assets ▪ Access to the latest software updates, including new features and enhancements for your Ovation version ▪ Improve Collaboration ▪ Decrease unplanned downtime
Lifecycle Management	▪ Asset and license inventory (serial numbers, warranty status, model numbers for spares, versions, drivers, hotfixes, lifecycle status of your system Ovation version) ▪ Operating system inventory ▪ Software and updates	▪ Effectively manage resources ▪ Access software and hardware content matched to your asset's lifecycle status ▪ Delivers predictive information that improves lifecycle management, leading to reduced maintenance costs ▪ Helps assist with lifecycle planning when scheduling upgrades or replacing parts ▪ Efficiently replaces reactive maintenance activities with a proactive strategy for lower lifecycle costs

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Ovation Product Support Subscription Benefits		
Functions	**Services**	**Benefits**
Incident Management	▪ Historical record of all incidents, call logs, technical support and resolutions ▪ Real-time information access (product documentation, user manuals, service calls and system-specific information that simplify troubleshooting) ▪ Support request online form	▪ Monitor open and closed service expert phone support calls / call progress, past service calls, and send/receive call status updates ▪ Secure knowledge and efficiently solve problems based on past experiences ▪ Efficient causal analyses

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