



Customer Support Solution Services (CSS)

Foundation Support Services

- ✦ Factory Help Desk
- ✦ Remote Diagnosis
- ✦ Software Updates
- ✦ On-line Support Service Information
- ✦ Monthly Support Services Update

Emergency Response

Spares Support Plans and Express Module Replacement

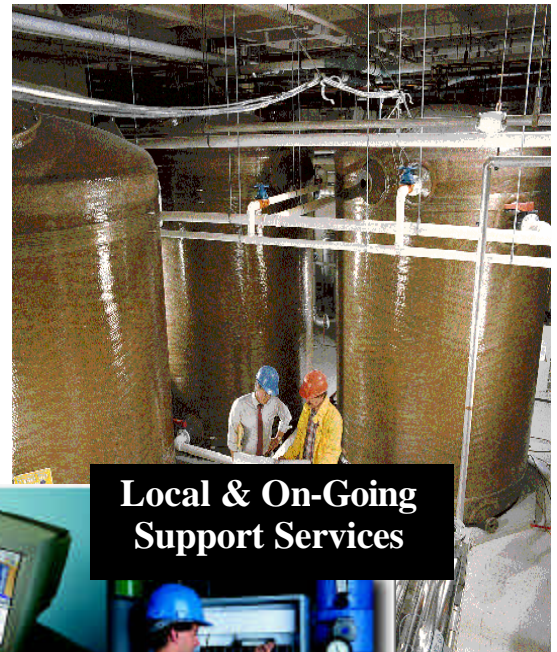
Local Support & Service Banks

- ✦ Planned Maintenance
- ✦ Revision/Upgrade Installation
- ✦ System Inspection & Initialization
- ✦ Field Device Diagnosis & Maintenance
- ✦ Application or Configuration Support
- ✦ Asset Management
- ✦ Control System Management
- ✦ Performance Monitoring
- ✦ System Life Planning
- ✦ Training

Introduction

Your intelligent field devices, scalable process platform, and integrated software all should operate at optimum levels in order to recover the return available on your plant investment.

Customer Support Solutions (CSS) Services are a collection of valuable services provided by Emerson Process Management that support the effective maintenance and optimization of the DeltaV scalable process system.



Local & On-Going Support Services



The DeltaV CSS service offerings focus the collective expertise and resources of Emerson Process Management on achieving:

- ? process availability
- ? asset protection
- ? asset utilization
- ? cost management
- ? safety, health, and environmental compliance.

The DeltaV tiered support levels consist of Standard Support, Foundation Support, Bronze, Silver, Gold, and Platinum levels. Support levels beyond Standard Support are built by layering on additional services from the factory and local service centers. Customers can also choose to augment the tiered support levels by adding specific individual services to their local support agreements. A special first year service, DeltaV QuickStart Support, is also available to help customers quickly startup their systems.



Benefits

Services are delivered through our Customer Services Network, tightly integrating the combined capabilities of Emerson Process Management central and local service providers.

Customer Support Solutions are targeted to meet the need of your process system. With a support plan to fit your needs and budget, our Customer Support Solutions can:

- ✍ Boost production by improving process availability and reducing product variability.
- ✍ optimize system performance
- ✍ minimize maintenance costs

The Customer Support Solutions (CSS) Services offer a broad range of services and support which are designed to meet the needs of multinational customers and to ensure consistency in our services across product lines around the world.



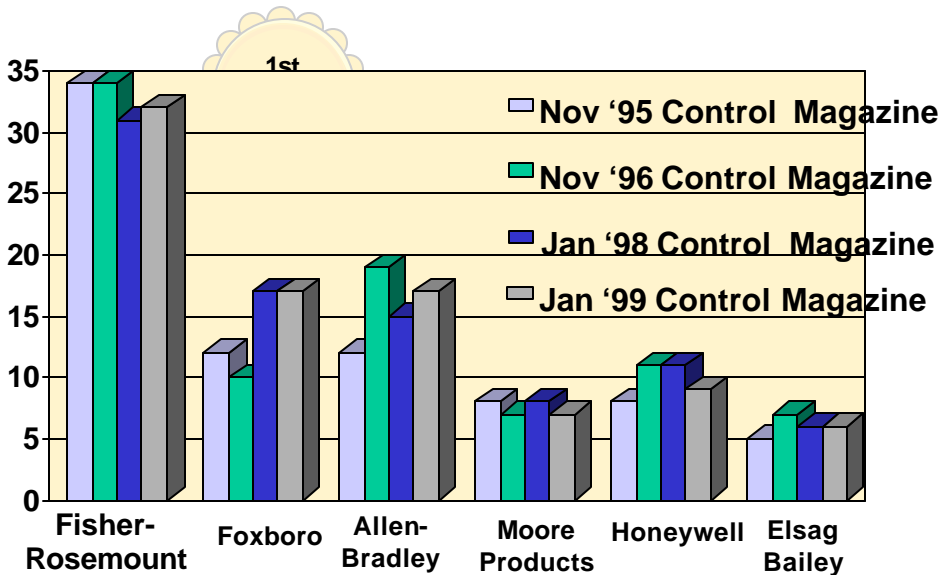
Emerson Process Management is the acknowledged leader in the process control industry for delivering quality support and customer satisfaction after the sale.

These CSS services provide value as well as quality in several ways:

- ✍ Achieving measurable and meaningful results in the plant system's availability and productivity through remote diagnostics and fast access to replacement parts.
- ✍ Emerson Process Management's experienced staff of worldwide experts in a variety of leading technologies provides an effective, low cost approach to maintaining and optimizing the plant systems' performance through responsiveness to inquiries and local service support.

Through advance commitment and budgeted payment schedules, Emerson Process Management offers each customer predictable, reduced costs for support services and the commitment and constant readiness to meet your process system needs.

Since 1995, *Control Magazine's* readership survey has ranked Fisher-Rosemount Best in overall customer service.





Service Description and Specification

The Standard Support package included with each DeltaV system consists of a twelve-month hardware warranty, access to the DeltaV Response Center, and ninety days of technical phone consultation and on-line Services.

To supplement the Standard Support package delivered with each DeltaV system, Emerson Process Management offers a basic Foundation Support package. To meet your individual process needs, service levels of Bronze, Silver, Gold, and Platinum are built by layering on additional services from the factory and local service centers to compliment the standard Foundation Support package.

The following table presents a visual comparison of the various support service levels available for your DeltaV system.

DeltaV CSS Service Agreements					
Service	Foundation	Bronze	Silver	Gold	Platinum
Internet Services	Information database, file download and e-mail support				
Factory Help Desk and Remote Diagnosis	Normal hours only		24x7		
Software Updates	All releases, including major enhancements				
Emergency Response		Next work day	Next day	Same day (within set number of hours)	
Spares Access/ Express Module Replacement		Factory next work day	Local next day	Local same day (within set number of hours)	
Service Bank (hours)		8	16	24	24
Planned Maintenance & Revision and Upgrade Installation		1	1	1	1

Additionally, a QuickStart Support level is offered as a first year consolidated service to provide the maximum benefit during the first year of operation. This level provides the essential on-site support to successfully start-up, implement, and maintain your DeltaV system and custom applications for the first year of operation.



? **Foundation Support Service**

Foundation Support services provide dependable, centralized system support and is recommended as a minimum level of service. This service is offered in two options covering either normal working hours or 24-hour support.

Foundation Support provides four essential system support features:

? **Internet Services:** Access to on-line Technical Knowledge Base Articles that include helpful hints, how-to's and specific solutions that contain downloadable software improvements modules and enhancements.

? **Centralized Help Desk:** Access to Factory product experts at the DeltaV Response Center for product technical consultation by telephone.

? **Remote System Diagnosis** Direct expert examination and analysis of your process management system by Factory product experts, which could potentially avoid the need for an on-site visit.

? **Software Updates:** CD-ROM media and documentation for software releases issued by Fisher-Rosemount Systems. In addition to keeping your system current, software releases can improve the features and performance of your system.

? **Emergency Response**

In the event that your system ceases to function satisfactorily, ensure that a certified customer support specialist is available for timely, dependable emergency on-site service in the response time which your process demands. To prevent lengthy downtime, you can choose the response time that meets your needs: next working day, next day or four-hour response.

? **Spares Access Availability**

Lost product time is expensive. Timely access to fully tested system spares can mean the difference between a lengthy downtime and quick, efficient return to normal operation. With our

Spares Support Plan, you have the choice of storing spares on your site, obtaining access to spares we hold for you or a combination of the two. You decide on the option that best meets your needs to keep your process on-line: factory next workday, local next-day, or local same-day within a set number of hours. Also ask about our Express Module Replacement option to supplement this plan.

? **Local Support Service Bank Accounts**

Budget up-front for Emerson Process Management's expert assistance with your process management system and related field device needs by establishing a pre-arranged Service Bank Account.

Local service support can make the difference between lengthy downtime and a quick return to normal operation. System troubleshooting skills deteriorate with infrequent use or are lost with staff turnover.

Reduce your costs by relying on our expertise for services such as:

- ✍ System Inspection & Initialization
- ✍ Planned Maintenance
- ✍ Revision & Upgrade Installation
- ✍ Hardware Expansion Installation
- ✍ Application or Configuration Support
- ✍ Field Device Diagnosis & Maintenance
- ✍ Performance Monitoring
- ✍ Asset Management
- ✍ System Life Planning
- ✍ Training

Eliminate unexpected budgetary problems and hassles with delays while raising the necessary Purchase Order. Just ask for assistance and pay through a pre-arranged Service Bank Account.



Ordering Information

Foundation Support

Description	Model Number
Foundation Support (Monday – Friday 7:30-5:30 Central time)	VE9003Sxxxx
Foundation Support (24 hour/day, 365 day/year)	VE9004Sxxxx

Where xxxx represents the DeltaV DST size and xxxx varies from 100 to 5,000 DSTs in 100 DST increments.

Bronze, Silver, Gold, Platinum and QuickStart Support

Bronze, Silver, Gold, Platinum and QuickStart Service levels are built by layering on additional services from the factory and local service centers. To develop a comprehensive Customer Support Solution that can address your process management needs, contact your local Emerson Process Management sales office or representative today.

Based on the predetermined level of service selected and the number and frequency of service activities, service level charges will be defined within your CSS Contract Agreement.

For more information regarding the information in this brochure call your local Emerson Process Management Representative:

Caltrol, Inc. (626) 963 - 1010

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