

Ovation Advanced Application Services

Basic Support

Basic Ovation™ advanced application services include four components: remote troubleshooting, tuning and remote engineering service, internet information access and software updates.

- **Remote Login Support** – Our support experts will remotely login to your control system using a secure virtual private network (VPN) to troubleshoot issues. Implementation of this service requires installation of a dedicated secure server on your DCS network and a VPN connection.
- **Tuning and Remote Engineering Service** - For those occasions when tuning of the system is needed, our experienced support team can perform remote engineering of your Ovation advanced applications to ensure peak performance.
- **Email Information Exchange** - Customers with basic service can obtain direct support by exchanging important operating information through email and a secure large-file transfer site.
- **Software Updates** - Following the initial release of a major software level, any number of smaller software updates¹ are developed to modify, enhance or fix minor issues associated with the initial release. The support team will work with you to review the update's applicability to your system, as well as any system configuration changes that may be required.

Proactive Support

Enhance your basic Ovation advanced application services by subscribing to proactive support. The proactive level includes all the components contained in the basic support package, as well as access periodic remote connection to gather performance data and provide expert analysis.

Emerson's commitment to assisting you in maximizing the return on your Ovation advanced application investment is accomplished through proactive support - our highest level of support. We will accomplish this by initially analyzing the application and then performing monthly or quarterly checks to ensure maximum system utilization. On a quarterly basis, our team will generate a report detailing system statistics of run-time, system availability and how your pre-defined economic factors are affected.

¹ Ovation software updates for Ovation 3.6 systems and higher include feature pack updates

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