

# Resident Engineer Program

- Utilize experienced resources
- Receive engineering, system startup and maintenance support onsite or remotely
- Resolve issues rapidly
- Temporary augmentation of skilled workforce



*An experienced Resident Engineer can assist with a wide range of activities onsite or remotely.*

## Introduction

The Resident Engineer Program is a service designed to place an experienced, DeltaV™ distributed control system (DCS), AMS Device Manager, Machinery Health products or Syncade engineer at your site or remotely to assist with a wide range of activities from engineering to startup to system maintenance.

Emerson Resident Engineers are pre-qualified, experienced engineers that meet Emerson's standards of excellence. Emerson trains these engineers in the use of Emerson products and ensures they have on-the-job experience working at customer sites.

The rigorous standards of Emerson's Product Support group ensure Resident Engineers have extensive professional experience in the process automation industry. Resident Engineers are skilled in the use of DeltaV DCS Controller, Batch, Operator Interface, Communications and Infrastructure, Configuration, and Digital I/O, AMS Device Manager, Machinery Health products and Syncade. Engineers undergo certification programs to ensure that they are qualified to perform the services.

## Benefits

**Utilize experienced resources:** All Resident Engineer Program members have experience at either Emerson's Global Service Center in Manila or the Emerson Export Engineering Center in Pune. In Manila, the engineers gain in-depth skills and knowledge in troubleshooting issues of varying complexity in the DeltaV system and PlantWeb architecture. In Pune, the engineers gain experience with DeltaV service and/or system configuration. Most Resident Engineer members have on-site field experience at customer plants.

**Receive engineering, system startup and maintenance support onsite or remotely:** Resident Engineers can participate in project activities including module configuration, custom graphics configuration, Factory Acceptance Testing, and Site Acceptance Testing.

Resident Engineers can be used for staff augmentation during system startup and can assist with graphics corrections, module configuration changes, loop checks, and resolving hardware and software issues.

Resident Engineers can serve as a dedicated Emerson engineer performing general system maintenance and administration. Tasks might include preventative maintenance, troubleshooting system issues, modifying graphics and configuration as needed, installing hot fixes, replacing hardware, or performing upgrades.

Resident Engineers can also assist remotely on a wide range of system activities such as system administration, maintenance support, system troubleshooting, upgrade and virtualization support, migration testing, software acceptance testing, hotfix and KBA management, punchlist clearance, graphics and module modification, pursuits, or on-demand consultation.

**Resolve issues rapidly:** Emerson Resident Engineers from Manila are part of the Technical Support group while Resident Engineers from Pune are part of Emerson Engineering Centers. Both have extraordinary access into Emerson’s technical support resources, enabling them to provide expert and up-to-date capability. This results in rapid issue resolution during project execution, startup, and maintenance.

**Immediate augmentation of your DCS team:** Resident Engineers can be integrated to your DCS team to take over day to day operations, allowing your in-house team to focus on new projects and other core businesses. Resident engineers are trained for best use of Emerson solutions to optimize the health of your systems and to provide operational support.

If there is an immediate need for support and there are travel restrictions or long processing time for travel requirements, remote Resident Engineer can be utilized to reduce the lead time for onboarding.

### How the Program Works

Rather than independently recruiting qualified engineers for temporary assignments at your site, you can rely upon Emerson’s Resident Engineer Program to supplement your workforce. Plug-and-Play an Emerson Resident Engineer in your in-house team to avoid staff shortages when you face increased demand that requires a larger workforce. To engage a remote Resident Engineer, Emerson will leverage on collaboration tools, and work with you on establishing a secured virtual access to the system in order to build a partnership with your in-house team real time.

Contact Emerson with project scope details. Based on your unique needs, Emerson selects a number of qualified personnel from the available pool of trained engineers, matching the desired qualifications. You then review the resumes, interview the candidates, and make selections. Resident Engineers are available for short term and long term assignments (a few weeks to a few years) for durations based on your need.

### Ordering Information

Contact your local business partner for more information or to request a Resident Engineer at your site.

Description	Model Number
Resident Engineer	Contact your local Emerson Service Representative for a quote.

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