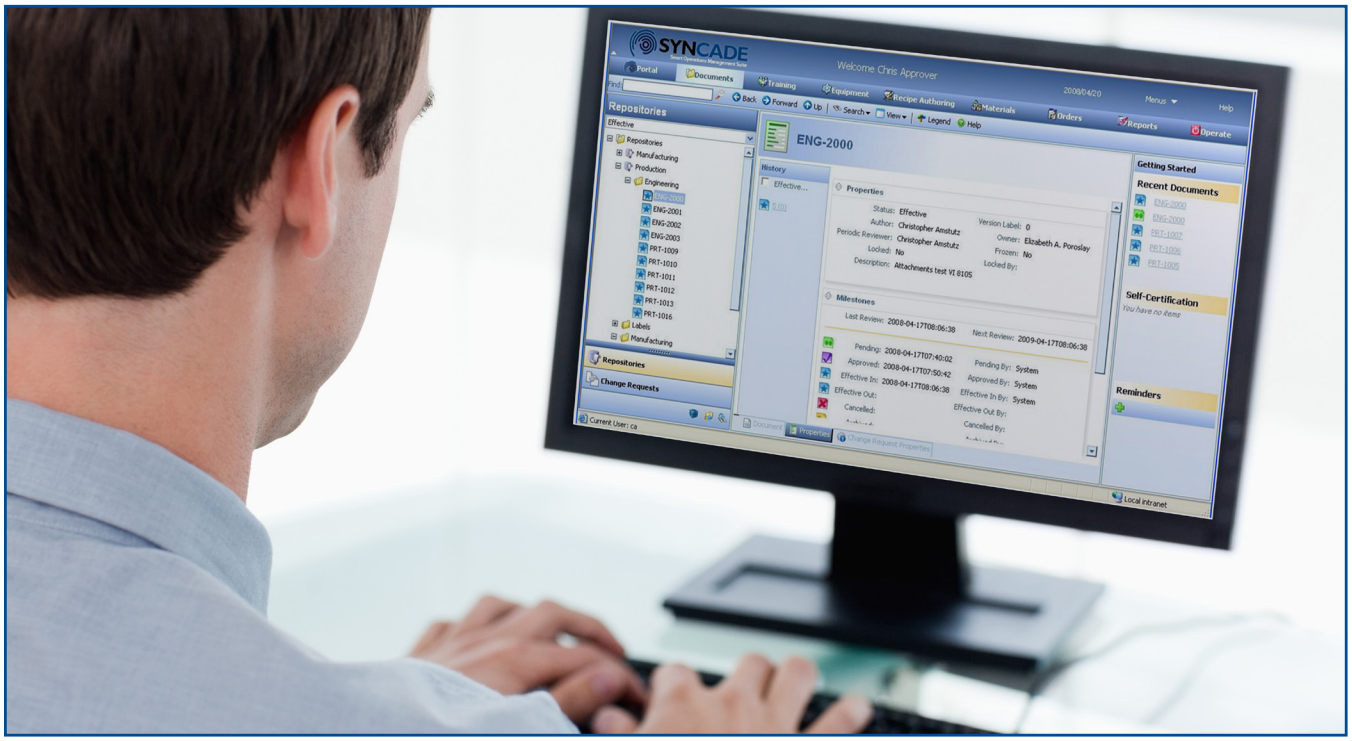
Syncade MES Resident Engineer Program



Introduction

The Resident Engineer Program is a service designed to place an experienced Syncade engineer at your site 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 Customer Support Engineering group ensure Resident Engineers have extensive professional experience in support and maintenance for Syncade. Engineers undergo certification programs to ensure that they are qualified to perform their expected services.

Benefits

Syncade Support Ticket Management – Resident Engineers can report all Syncade support tickets to the Global Service Center (GSC) and Product Engineering (PE). Resident Engineers will then manage tracking of all Syncade support tickets with the assigned Emerson support resource.

Daily Support Activities – Resident Engineers are the first line of support for Operators with support inquiries. They can also manage the day-to-day system and application management of Syncade support tickets. Resident Engineers are also trained to monitor hardware load during normal Syncade daily activity to ensure the system is using its allocated resources effectively. They can also have periodic reviews with the Site Administrators and end-users to identify potential areas of concern for additional monitoring and review.

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System Installation and Configuration Activities – Resident Engineers are trained with the ability to provide a Level 1, 2, or 3 Syncade installation and NLB configuration. They are also fully capable of installing Syncade software updates. Resident Engineers can review all Syncade software updates for customer reported confirmed faults and feature enhancement to assess a customer's Syncade system for impact assessment. They can also review all Syncade KBAs for system configuration assessment against items reported in the KBAs.

Database Maintenance – Resident Engineers are trained to review the Syncade database maintenance plans for a Syncade system to ensure proper configuration for the site's needs and verify the system database maintenance plans are successfully completing on the assigned schedule.

Customer Quality Activities – Resident Engineers can participate in the customer's Change Control process for configuration, procedural, or documentation updates for Syncade related activities.

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.

Contact Emerson with project scope details. Based on your unique needs, Emerson selects 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.

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