

# Guardian Support for the Syncade MES

- Receive expert support on demand
- Achieve peak performance
- Minimize maintenance costs
- Improve system reliability



*Guardian Support for Syncade keeps your operation running smoothly by providing expert MES support on demand.*

## Introduction

Emerson Lifecycle Services are designed to help you improve your competitive advantage and bottom line business results. Guardian Support serves as the technical assistance baseline for the Syncade manufacturing execution system (MES) product line.

Guardian Support is an innovative service used to achieve peak performance and improve reliability of the Syncade MES solution.

Guardian Support for Syncade provides the following services:

- Expert Technical Product Phone Support
- Remote System Diagnostics
- Online Service Information
- Syncade Guardian Dashboard
- Software Updates

## Benefits

**Expert support when you need it:** Guardian Support subscribers have a variety of ways to access expert support engineers for unlimited technical assistance as it pertains to Syncade, including a toll-free phone number, email address and customer support website. Your call for technical assistance will receive top priority and our state-of-the-art call tracking system will allow our support specialists to use your software installation information and call history to quickly resolve technical issues.

**Maximize manufacturing availability:** Guardian Support provides access to fast, direct expert examination and analysis of your Syncade software via remote connection. Our remote diagnostics service connects your application to our staff of software experts for rapid and effective issue resolution.

**Minimize maintenance costs:** Guardian Support facilitates 24x7 access to technical support and a broad support website for service information and product updates. You will find solutions to your product questions and have access to our online knowledge base that includes helpful hints, tutorials and customer-specific solutions.

**Achieve and maintain peak performance:** Core product updates will enhance features and improve performance of your Syncade application, increasing the life of your initial investment. With Guardian Support, you can access minor “hot fix” updates as well as formal module upgrades from the Syncade support website. Applying these updates to your Syncade MES system will ensure that your application remains viable and functionally robust with updated technology.

## Features of Guardian Support for Syncade

**Expert Technical Product Phone Support.** Emerson will provide product technical phone support for Emerson products and related Emerson supported products through its Global Service Center (GSC).

Expert Technical Phone Product Support includes assistance for questions or concerns regarding product functionality, product issue resolution, locating technical information and advice that can be based on non-application-specific product and system knowledge.

Expert Technical Phone Support is provided 7 days per week, 24 hours per day, 365 days per year.

**Remote System Diagnostics.** At your request, Emerson’s technical specialists can remotely log on to your system to perform online troubleshooting. By remotely logging on to a system, we can solve issues more quickly and efficiently than through telephone support alone.

**Online Service Information.** Access our comprehensive library of knowledge based articles, download files, and technical notes to support upgrade decisions and regular system maintenance. In addition, an online support request form provides an alternative to telephone support to for non-urgent issues or to furnish written documentation and electronic files to our technical staff.

**Syncade Guardian Dashboard.** The Guardian website features a dashboard-style, user-configurable interface, and content that is specific to your enrolled system. With the dashboard, you have visibility to a variety of information, including System Contacts, Software and Licenses, Open CTS Calls, Call History and Product support expiration status.

**Software Updates.** Downloads and documentation are provided for all new general distribution releases of Syncade software, including updated software, release notes, instructions upgrade, and any cautions regarding implementation. Emerson’s technical support team will address any technical questions that may be encountered regarding the new features and functions contained in the software release. Software installation evaluation and implementation services are available through Syncade Extended Services at an hourly rate basis.

## Optional Services Available

Please note that Guardian support excludes custom interfaces, tools, reports, and application components. As an option, Emerson provides **Syncade Extended Component Support** to extended Guardian support and maintenance to custom application components implemented at your site. Additionally, Emerson provides **Syncade Extended Interface Support** for custom interfaces.

For more information on Extended Component Support and Extended Interface Support, please refer to the Service Data Sheets for these options.

## Ordering Information

Guardian Support for Syncade is available to Emerson end users with licensed and registered systems running the Syncade MES software.

Pricing of Guardian Support for Syncade is dependent on which Syncade applications are installed.

Contact your local Emerson sales office for a quotation.

To learn how comprehensive Lifecycle Services solutions addresses your needs, contact your local Emerson sales office or representative, or visit **[www.Emerson.com](http://www.Emerson.com)**.

	Guardian Support for Syncade	Extended Component Support Service	Extended Interface Support Service
Technical support 24x7x365 for core product and configuration of Syncade. Support website containing software updates, hotfixes and Syncade documentation.	X		
Extended support and maintenance 24x7x365 for custom application components (behaviors, scripts, web parts) implemented at site.		X	
Extended support and maintenance 24x7x365 for custom interfaces which facilitate transactions from Syncade to third party applications.			X

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[www.emerson.com/syncade](http://www.emerson.com/syncade)

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