

AMS Optics Product Support




Key Benefits

- Ensure functionality and performance through best-in-class product support
- Resolve technical issues with Global Service Center experts
- Receive information to effectively plan upgrades
- Drive sustainable performance through maximized reliability

Introduction

Faster issue resolution leads to less unplanned downtime, and Emerson's expert product engineers can proactively optimize the performance of your system enabling you to achieve sustainable production improvements. Get unlimited 24x7 support with secure remote system diagnosis capabilities. You can call or chat with our support team or submit questions and issues through the Guardian digital platform. Email and chat support are also available 24 hours during Monday through Friday.


Features




System Health Score*
The System Health Score measures Key Performance Indicators (KPIs) that determine the performance of high-risk areas. These risk areas typically include KBA management, software updates, and service calls.




24/7 Expert Product Support (GSC)
Includes unlimited 24x7 Expert Telephone Product Support, with secure remote system diagnosis capabilities. You can call our Product Support or submit questions and issues through the Guardian platform. Email and Chat Support are also available 24 hours during Monday through Friday.




Remote System Diagnosis
Remote system diagnosis helps speed-up troubleshooting and problem resolution, effectively reducing downtime in critical situations.




Service Call Logs
Service Call Logs allow you to monitor the progress of product support calls, examine past service calls, and send/receive call status updates.




Software/Firmware Updates
The latest software updates, patches, and hotfixes matched to system content can be accessed directly from the Guardian platform.



Asset and License Inventory
Get an updated and accurate inventory of all system versions and licensing.



KBA Knowledge Base Articles (KBA)
KBAs are prepared by Emerson as a supplement to standard product documentation. These are evaluated for applicability to a broad audience of system users.



Download the Installer Media
Guardian allows you to download the installer media of our latest major software version and upgrades, including new features and enhancements. Users can download the latest media directly from Guardian.

***Legal Disclaimer:**

The urgency and severity ratings of this notification are not tailored to individual users; users may value notifications differently based upon their system or network configurations and circumstances. The "System Health Score" presented in the Guardian website indicates the performance of the system based upon a comparison of identified risk area management relative to other systems subscribed to Product Support worldwide. The Guardian "System Health Score" considers only what is known to Emerson relative to a limited collection of risk factors (e.g. Knowledge Base Articles, uninstalled hotfixes, etc.) with no consideration of the processes under control, the application/configuration of that system, or the actual actions taken locally to mitigate the identified risks. A high "System Health Score" is a recognition of the efforts taken to mitigate these particular risks Guardian is capable of identifying, but in no way guarantees, or implies, that the operation of the system is risk free in any way.

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AMS Optics Product Support Deliverables	Product Support
Guardian Dashboard	✓
- Support Updates	✓
- Support Call Management	✓
- Product Documentations	✓
- System Health Score	✓
- Guardian Benefits	✓
- Web Based Training	✓
- Access to Knowledge Base Articles	✓
- Asset Lifecycle Status	✓
- Email Notification	✓
Expert Product Support 24/7	✓
Remote Technical Access	✓
20% Discount on Training	✓
10% Discount on Accessories	✓

Ordering Information

- AMS Optics is required
- Contact **MHM.SupportAgreement@Emerson.com** for a quotation of Product Support Agreements or log into Guardian and click Request to Quote.

NOTE: Guardian Enterprise Agreements use the single-year part number for agreement calculations.

How It Works

AMS Optics Support is delivered through Guardian. Guardian is Emerson’s digital platform for addressing the end-to-end lifecycle needs of automation & control software and asset performance management solutions. The Guardian digital experience enables users to quickly connect to product support; securely manage subscriptions; get intuitive views into system health; and explore additional software and services that propel performance.



With Guardian, You Can:

- **Easily Access Product Support:** Connect to experts available 24x7x365 to troubleshoot and fix system disruption.
- **Minimize Downtime:** Gauge the overall health of your system via the system health score that measures critical Key Performance Indicators related to system maintenance, find relevant recommendations, KBAs and more!
- **Simplify Subscription Management:** Manage your Emerson product subscriptions and plan for timely renewals, all from one place.
- **Expand Operational Capabilities:** Propel operational performance to new levels by strategically selecting and deploying a range of services and solutions.

To learn how Guardian addresses your product support, subscription management and lifecycle software and services needs, contact your local Emerson sales office or representative, or visit www.emerson.com/guardian.

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