

Extended Environment Support

- Minimize unplanned downtimes due to network or configuration issues
- Ensure your DeltaV™ MES environment performs reliably without disruptions
- Efficiently troubleshoot environmental issues with expert assistance



Enhanced support for your DeltaV™ MES environment.

Introduction

DeltaV™ Manufacturing Execution System (MES) installs and runs efficiently and effectively across different network environments. However, we understand that there may be situations when an issue is encountered not related to DeltaV MES but can affect the DeltaV MES system. Extended Environment Support is now available to meet your plant's comprehensive needs while addressing your operational and business necessities and challenges:

- Keeping your plant operating consistently
- Optimizing your plant performance
- Achieving business goals

Improve business performance and protect your MES investment with Extended Environment Support. This service provides a full range of coverage related to your hardware, IT, or environmental issues not caused by but impacting the DeltaV MES software.

DeltaV Lifecycle Services will collaborate with your IT teams to review and recommend proven best practices to keep your DeltaV MES environment running at peak performance.

Benefits

Reduce Operations and Maintenance Costs –

Extended Environment Support will minimize the chance of unexpected costs related to network or configuration issues. Upon filing a Product Support ticket, DeltaV Lifecycle Services' technical expertise will augment your capital efficiency by quickly reviewing and providing recommendations for your environment.

Receive Services Executed by Emerson Experts –

Priority access to DeltaV MES service specialists with deep knowledge can be a major time saver. With Extended Environment Support, trained service specialists are ready and available to review and recommend best practices within the DeltaV MES environment.

Minimize Unplanned Downtimes due to Network or Configuration Issues –

Extended Environment Support allows the Product Support team to identify the issue quickly as an Extended Environment Support ticket. Your issue is escalated to the Extended Environment Support team who are ready to provide their expertise for you to resolve the issue quickly and efficiently.

Service Description

As an additional layer of Product Support, Extended Environment Support is a proactive and preventative approach to ensuring enhanced support coverage of your plant's environment. Once your issue is filed with Product Support, an investigation begins and if the Product Support team is unable to reproduce the issue on their systems configured to DeltaV Lifecycle Service's suggested system recommendations, they may identify the issue as an Extended Environment Support item. When this occurs, you will be streamlined directly to the Extended Environment Support team who will request contact information for your dedicated IT personnel to begin the troubleshooting process.

Extended Environment Support includes, but is not limited to expert assistance with:

- Server Configuration
- Layer 3 Firewall Configuration
- Network Load Balancers
- Layer 3 Network Configuration
- Hyper Visor Troubleshooting
- Integration Points with DeltaV™ and ERP
- Customer Managed Cloud Infrastructure

Once troubleshooting is complete, the Extended Environment Support team will provide guidance and recommendations based on their expert knowledge of DeltaV MES best practices and proven solutions to optimizing your DeltaV MES environment.

Ordering Information

DeltaV MES subscription licensing includes Extended Environment Support. For detailed information or assistance with your order, please contact your local sales representative.

Clarifications

Emerson will only share best practices and provide guidance to assist in performance resolution issues and will not act as a replacement for an IT Team. If the customer does not have IT personnel on site, it is their responsibility to provide dedicated personnel to implement the best practices and recommendations provided with this service.

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