



Ovation™ Virtual Advisor



The Ovation Virtual Advisor harnesses embedded artificial intelligence capabilities to deliver knowledge-driven, real-time Ovation system guidance and contextual support.

Knowledge-Driven Insights

Proactive Decision-Making

Enhanced Awareness

Discover Your Ovation System



Quick access to Ovation system information

- User-friendly interface
- Step-by-step, easy-to-follow workflow
- Pre-defined query topics to simplify searches
- Linked access to additional details through sourced information
- Documented history of search queries and results

Troubleshoot Your Ovation System



Investigate and address potential system issues

- Helps detect potential system issues
- Curated summary of potential causes
- Recommendations to mitigate the issue
- Input and track operator actions related to the issue
- Reports created for queries, recommendations, and actions

Customize Your Ovation AI Models



Create, augment, and update pre-trained models

- Secure-by-design, pre-trained local models with Emerson and customer-provided system information
- Keep pace with changing needs by customizing models with domain-specific data
- Drag and drop single or multi-file uploads
- Password-protected collections with smaller, manageable pieces or 'chunks' of similar data that can be annotated, labeled, and tuned
- Option for uploading unlimited data sets

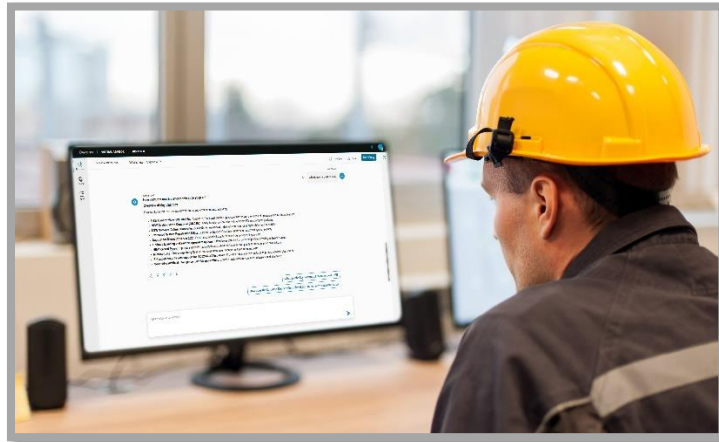


Introduction

Organizations owning or operating critical infrastructure face mounting pressures, from operational complexity to sustainability demands.

Emerson's industrial AI portfolio helps tackle these challenges by delivering smarter, safer, and more sustainable solutions for online, mission-critical operations. Our AI-based solutions with tailored, secure, localized, first-principles-based models enable autonomous operations that produce reliable, actionable results.

The Ovation™ Automation Platform harnesses an AI-driven Ovation Virtual Advisor to deliver real-time, actionable system insights to enhance decision-making, optimize processes, anticipate challenges, and achieve strategic goals with confidence.



Overview

The Ovation Virtual Advisor is an AI-enabled intelligent assistant, tightly integrated with the Ovation Automation Platform to provide real-time guidance and troubleshooting support, dramatically reducing system maintenance or downtime and empowering operators of all experience levels to optimize system performance.

The Ovation Virtual Advisor leverages trusted datasets to deliver more context-aware insights, helping plant staff react faster to optimize system performance with knowledge-driven insights driving proactive decision-making capabilities and enhanced situational awareness.

A list of common queries and unique requests for system information uses pre-trained Ovation AI-based models to formulate accurate, detail-packed information and guidance.

Trained on decades of automation knowledge, advanced machine learning algorithms, large language models, and real-time system operating data, the Ovation Virtual Advisor serves as an always-available digital assistant delivering:

- Instant answers to common or complex system questions
- Proactive identification of potential issues
- Guidance through troubleshooting processes with step-by-step precision.

The AI-enabled advisor continuously learns from human feedback, system performance, and consumption of new data to improve its capabilities over time, becoming an indispensable tool in achieving operational excellence.

Secure by design, the Ovation Virtual Advisor uses local, pre-trained models with embedded knowledge and guidance grounded in first principles. Leveraging local, customizable, industry-specific models provides more interpretable, trustworthy results and eliminates the need to expose sensitive data to public cloud architectures.

Whether you're a plant operator, instrumentation technician, or control engineer, the Ovation Virtual Advisor transforms how your team interacts with the Ovation platform — automating routine tasks and providing proactive guidance so they can focus on efficiently performing higher-value work.

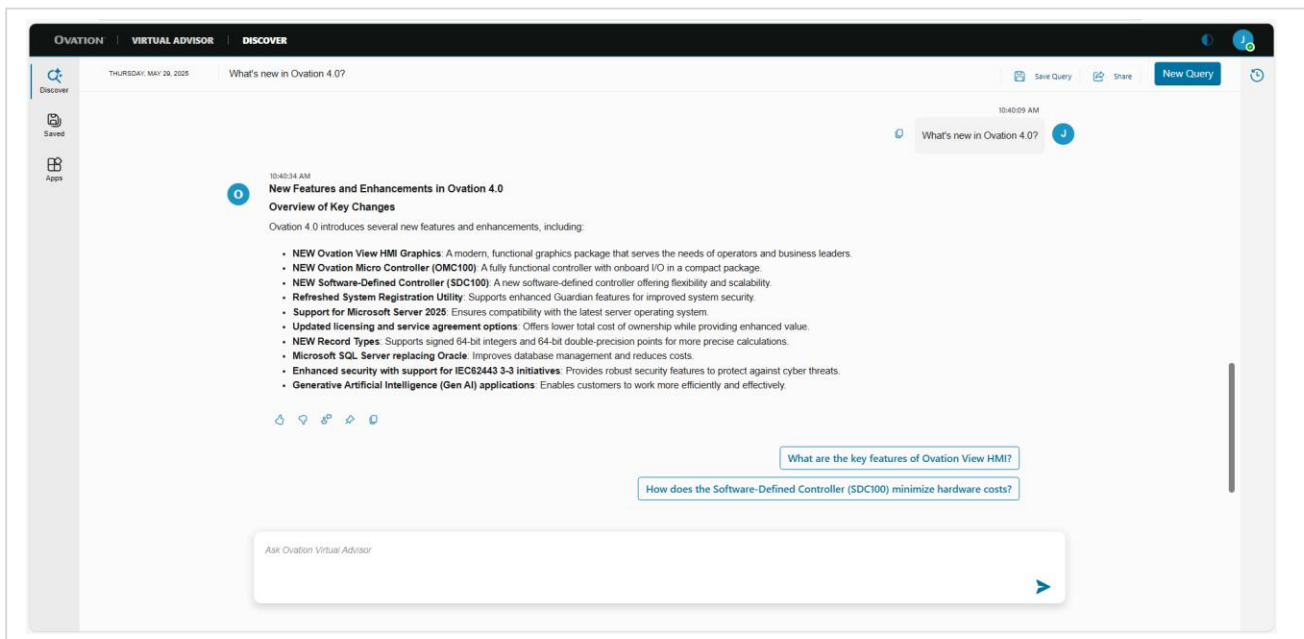
Use Cases

Ovation System Information Discovery

The Ovation Virtual Advisor includes a chatbot interface for general and customer questions about Ovation system information. The interface includes a set of pre-defined queries for quick navigation and responses to commonly asked questions. The advisor tracks and documents the user's interaction and response history related to each query.

Ovation Virtual Advisor query responses are generated by Ovation-based AI models pre-trained with:

- Ovation user manuals
- Ovation knowledge-based articles
- Ovation system history data
- Customer-specific Ovation system history and configuration data



Ovation System Troubleshooting

The Ovation AI-based models monitor Ovation system health and use the Ovation Virtual Advisor to proactively alert operators of anomalies or impending system issues, providing prescriptive guidance to troubleshoot and mitigate the matter.

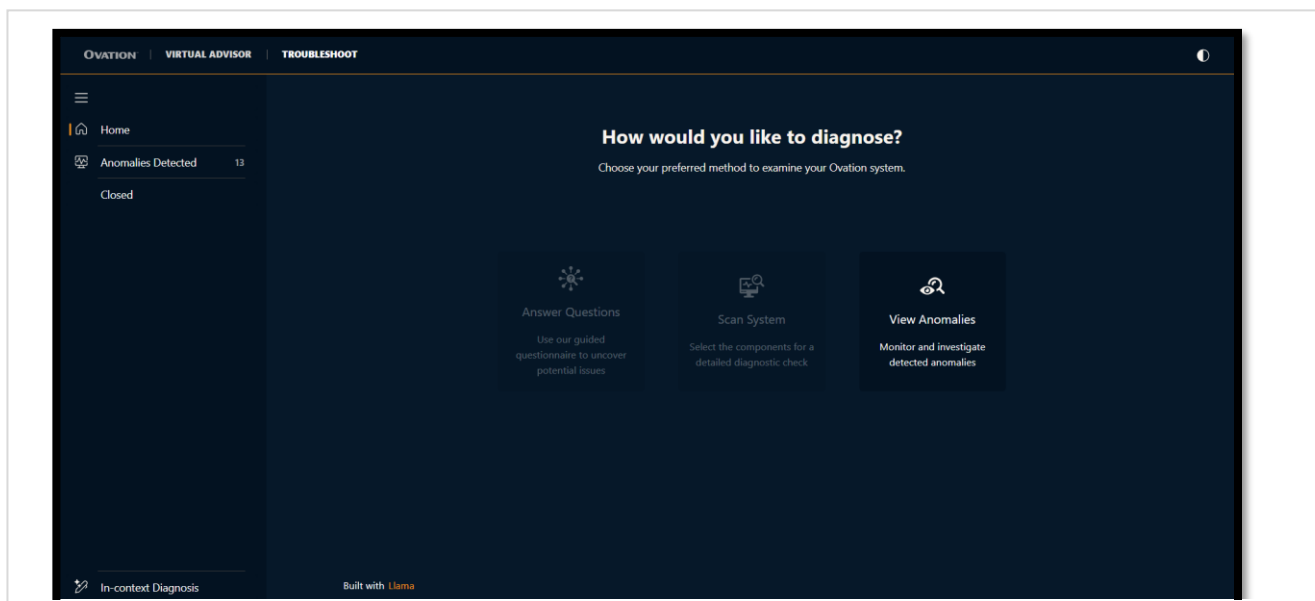
The Ovation Virtual Advisor has the capability to detect anomalies on Ovation workstations and controllers based on performance metrics such as CPU utilization, memory usage, hard disk space, operating system patches, and drop alarms.

When a combination of these metrics exceeds system-defined thresholds, an anomaly is raised for the specific drop or controller that exceeded said thresholds. With the aid of the Troubleshoot tool, the user can view and diagnose these specific anomaly instances to determine possible causes and steps to address.

The advisor automatically documents the detected issue, recommended diagnosis, and mitigating actions performed by the operator for future analysis and reference.

The following data supports the Ovation Virtual Advisor troubleshooting function:

- **Software:** Ovation operating system, application, and virtual controller software, and applicable security patches
- **Hardware:** Ovation controllers, input/output (I/O) modules, operator and engineering stations, servers, and associated components such as hard disk drives, memory devices, and supplied network equipment
- **Network:** Ovation network components, associated security patches, configuration, and network traffic information



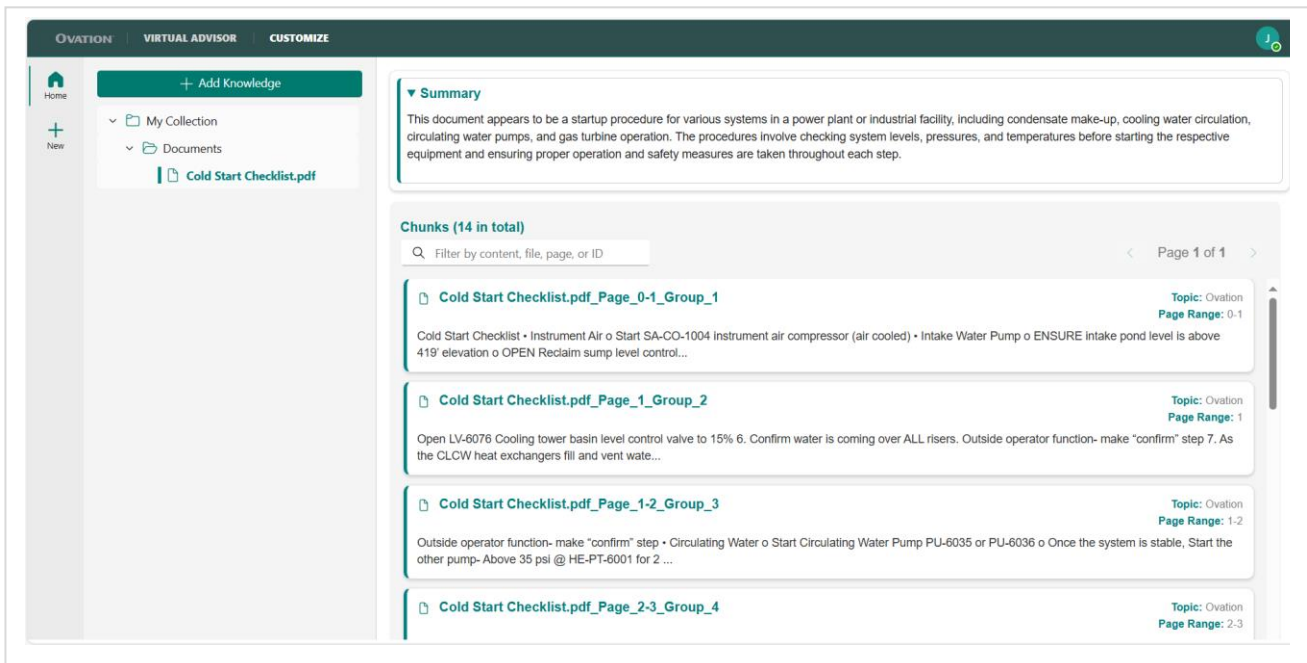
Ovation AI Model Customization

To keep pace with changes after deployment, the Ovation AI models that power the Ovation Virtual Assistant can be further customized and tuned by uploading new domain-specific data and inputting operator feedback.

Single or multiple files, including text, images, and tables, can be easily uploaded to the model using drag-and-drop functions.

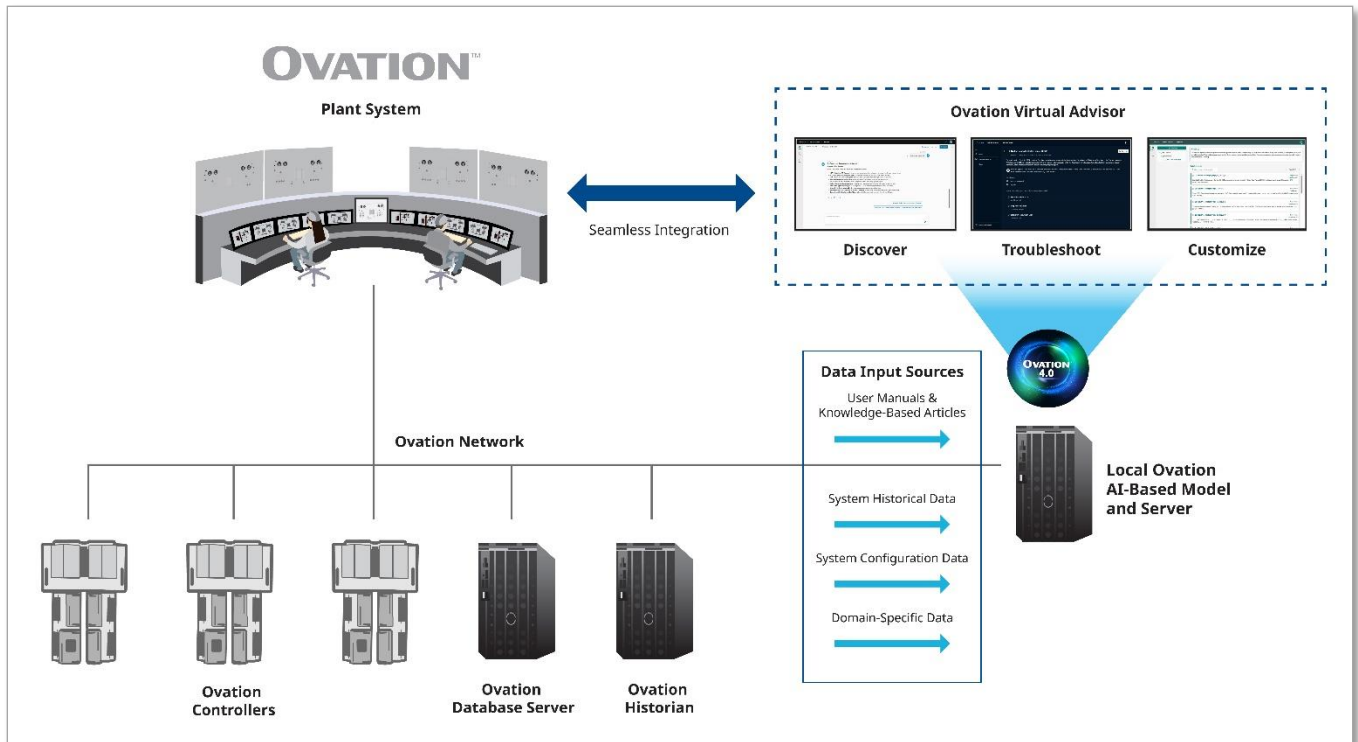
The Ovation Virtual Advisor uses “chunks” or segments of data that are processed as a unit, breaking down large, complex data into smaller, more manageable pieces that can be processed efficiently while maintaining relationships between the parts.

The customization function includes the ability to create, view, and annotate the chunks of data and provides a feedback mechanism for tuning the data for more accurate results. Data sets associated with an overall topic can be grouped into collections, saving all related content for easy navigation. Password protection limits access to verified users of the customization function.



Integration with Ovation Systems

The Ovation Virtual Advisor is tightly and seamlessly integrated with Ovation systems through a dedicated AI server.



Requirements

The Ovation Virtual Advisor uses a variety of open-source large language models, Ovation proprietary software, and a dedicated AI server to generate responses and orchestrate information flows for a seamless user experience.

The following software, support, and hardware are required for running the Ovation Virtual Advisor:

- Ovation software release 4.0 or later
- Emerson-provided Ovation Virtual Advisor AI server

Software Licensing

Licensed Emerson Software		
Name	Publisher	License
Ovation Virtual Advisor Software: <ul style="list-style-type: none"> • Discover feature license • Troubleshoot feature license • Customize feature license (unlimited uploads) • Four concurrent user licenses • Up to 50 registered users 	Emerson	Term license with 1-year, 3-year, 5-year term length options. <i>*Ovation Virtual Advisor licensing is not included with Ovation 4.0. Separate licensing and fees apply.</i>

Software offered on a subscription basis includes term-based software licenses with integral software maintenance and product support, subject to a license agreement. With an active subscription, product support for the specific software allows access to software updates and various types of software support through the Guardian™ portal.

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Note: *This product includes generative AI capabilities, powered by advanced models. AI-generated content may vary and could contain inaccuracies or incomplete information. It is designed to support—not replace—human judgment. Users are responsible for reviewing AI output before relying on it.*

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