

# Solution Services

## Portfolio Overview

■ Embedded Computing for Business-Critical Continuity™

### Design Services

- Development Consulting
- Development Support
- Application Porting
- Benchmarking
- Performance Analysis
- System Concept Design
- Regulatory Testing
- Engineering Support

### Deployment Services

- Technical Support
- Warranty Services
- Repair Services
- On-Site Support
- Installation Support
- Logistics Programs
- Revision Management
- Root Cause Analysis
- Product Specific Technical Training
- OpenSAF Software Training

### Renewal Services

- Longevity of Repair
- Longevity of Support
- Continuity of Supply
- Product Migration Consultation
- Platform Technology Insertion



### COMPLETE LIFECYCLE SUPPORT

As the Embedded Computing industry leader, we have a deep knowledge of our customers, their diverse markets, product applications and environments. Our understanding of these requirements led to the creation of the Solution Services portfolio. This portfolio is a suite of services designed to meet our customers' needs at each phase of their product lifecycle.

The Solution Services portfolio has three focus service offerings based on typical product development and lifecycles: Design, Deployment and Renewal.

### DESIGN SERVICES

This lifecycle phase includes all the activities associated with product concept design and development, field trials and preparation for market release. You need to complete your project in the shortest amount of time with the least number of changes or redesign cycles. During product design and development, your team is faced with integrating an increasingly complex array of technologies into a comprehensive solution. Our Design Services can help to reduce this complexity, while compressing development cycles and provide rapid commercialization of new technologies. From architectural consulting to frame and shelf integration engineering, we can provide the right support to your development team. With Emerson's design consultation, development and benchmarking services, you can focus scarce resources on strategic engineering tasks. Emerson's Design Services team has expertise in the latest technologies and can coordinate with your program management team to ensure seamless integration into your final product solution.

**DEPLOYMENT SERVICES**

Deployment Services are designed to protect your product investment after release to your customers or markets. You need to ensure customer satisfaction while maintaining a predictable support cost model. Even if you have your own services organization, our Deployment offerings can complement and extend your service portfolio.

Emerson Deployment Services offer an extensive array of services applicable to your product deployment phase. We provide complete offerings in every phase of the support chain that include product repair, technical support, supply chain services, revision management, and logistics services, that may be necessary to maintain your product in the field.

**RENEWAL SERVICES**

As your product moves into the mature stage of its lifecycle, you may be faced with challenges that include long-term support for customers not ready to move to newer products, finding ways to increase the current product's performance and/or functionality, as well as migrating legacy applications and functionality on to new platforms. With our Renewal Services we have solutions for each of these challenges. Emerson can assist with long-term support via services that provide limited manufacture of a discontinued product as well as long-term repair capability. Our consulting services are available to assist you with technology insertion into an existing platform to extend the useful lifecycle. If your product plans call for migrating applications and functionality to newer Emerson platforms, our technology architects can help you with hardware and software design support to ensure a smooth migration.



**SOLUTION SERVICES**

Emerson Network Power provides a portfolio of solution services optimized to meet your needs throughout the product lifecycle. Design services help speed time-to-market. Deployment services include global 24x7 technical support. Renewal services enable product longevity and technology refresh.

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