Customer FIRST – EcoStruxure™ DCS Advisor

Delivering higher availability and reliability of automation assets

Schneider Electric offers advanced local and remote services that monitor the performance of Distributed Control System (DCS) resources. EcoStruxure™ DCS Advisor servers, located at customer sites, monitor EcoStruxure™ Foxboro DCS to ensure that critical resources are performing within proper bounds. If an unacceptable threshold is reached, an alarm is sent and Schneider Electric engineers are alerted to the changes before an issue develops. Remote connectivity is also designed to ensure that, if there is a problem, global expertise around the world can be harnessed to work with you to make appropriate adjustments to correct the issue and return your system to normal operation quickly and easily.

Connecting a dedicated DCS Advisor server to your plant's automation system network enables automated monitoring and analysis of configuration and resource utilization. Schneider Electric technical support experts are provided daily and hourly updates and when alarm thresholds are exceeded, these remote engineers analyze the data to determine the root cause and guide corrective activity. This capability facilitates proactive, predictive and reactive diagnostic analysis to help maximize the operational efficiency of then automation system and minimize downtime.

Benefits

- Resolve problems quicker with enhanced diagnosis, thus decreasing troubleshooting time
- Provide proactive and predictive fault notification in improving uptime
- Limit maintenance visits and reduce on-site travel costs with remote repair
- Expedite software distribution
- Automate your antivirus updates from a known, tested location

EcoStruxure™ DCS Advisor:
a valuable resource to sustain operational performance.

se.com/processautomation

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What can EcoStruxure™ DCS Advisor do for you?

Employing the most secure technology available to protect against unauthorized access to your system, DCS Advisor is designed to improve process system uptime with a number of its features, including patch management and reporting.

Obtain software patches quickly

The patch management feature ensures that you receive new patches in a timely manner. This allows you to update your stations' OS patches faster with DCS Advisor's smoke-tested patch repository. Receiving patches quickly means improved:

- Security.
- Company productivity.
- IT department productivity.
- Compliancy.

Analyzing the performance of the system and taking quick, preventive actions will help you improve your operational performance and simplify the use of your DCS by:
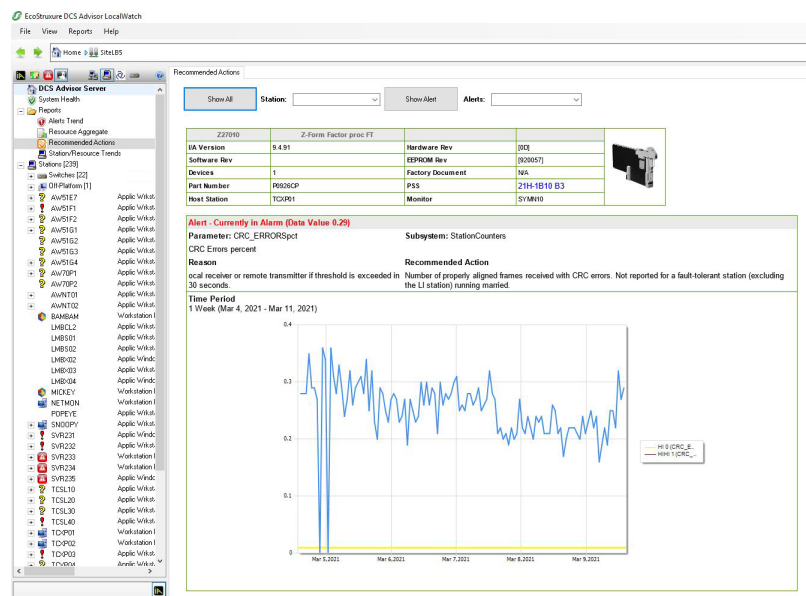
- Improving process system uptime
- Reducing total cost of ownership
- Facilitating life cycle management
- Enabling you to benefit from new proactive maintenance services

Access critical reports on demand

DCS Advisor has five system health report dashboards:

- System health dashboard.
- Alerts trend.
- Resource aggregate.
- Recommended actions.
- Station/Resource trends.

These new reports provide Schneider Electric and you with an even deeper understanding of the health of your system, which allows for better analysis and troubleshooting.

Optional Services

Additional capabilities are available to enhance the value delivered by DCS Advisor.

Remote Backup Service

Schneider Electric provides the software, the Server and the necessary Raid container to automate regular control system backups. Rotation or copies of these backups can be managed to ensure there are copies in multiple secure locations. The backups are retained locally and are under your control at all times.

DCS Server with Data Diode™

Combining the DCS Advisor Server with Data Diode provides an additional level of secure remote login control. This technology creates a physical gap between the Foxboro process automation system and the DCS Advisor Server. Data Diod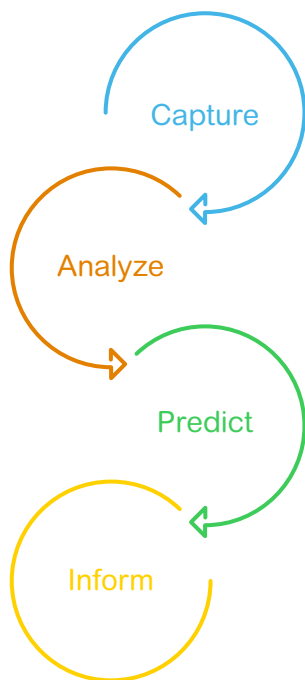e provides one-way, outbound only communication from your system to the DCS Advisor Server only. It prevents anyone from being able to remotely implement any changes to your control system.

Patch Deployment to DCS Advisor Server

Schneider Electric performs automated transfer of Windows patches via Windows Server Updates Services (WSUS) through the secure communication software on the DCS Advisor Server. When the AW's configuration update is performed, the stations are configured to require manual approval of patch installation, allowing the site to determine when best to install the OS patches.

Predictive Analytics

The DCS Advisor option has been developed with customized predictive analytics algorithms designed by Schneider Electric to provide early indications of potential problems with Control Processors (CPs) and switches.

The predictive analytics in the DCS Advisor module allows Maintenance and Operations personnel to receive alerts concerning failures before they occur. Actions can be taken before an unplanned event happens. Schneider Electric support engineers can provide guidance for immediate remediation of predicted problems until field service engineers can come to site, if needed.

This predictive maintenance information helps quickly respond to potential vulnerabilities and can help reduce the risk of issues that could impact production.

Capture

Analyze

Predict

Inform

What our clients say about EcoStruxure™ DCS Advisor (formerly RemoteWatch)

"

RemoteWatch was a great help to us because we were alerted before our issue became more critical. Our hard disk was almost fully utilized and could have crashed if the issue wasn't detected sooner so the preventive maintenance with RemoteWatch has been of great help for us."

Control system engineer,,
Large energy corporation

"

Thanks to RemoteWatch, Schneider Electric experts accessed our system and took quick and corrective actions to solve some problems we were experiencing with time synchronization.

System engineer,,
Chemical manufacturer

When DCS Advisor is selected as a deliverable of the Customer FIRST Support Agreement, Schneider Electric will supply, install, and support DCS Advisor components that include a serverclass machine loaded with connectivity hardware, client-server application software, and software applications that enable the monitoring, managing, and servicing of intelligent system components.

For more information on EcoStruxure™ DCS Advisor, please visit: se.com/processautomation

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