

Zedi is Now DeltaV SaaS SCADA

# DeltaV™ SaaS SCADA Product Support



## Key Benefits

### SECURITY

- Monthly automatic security updates
- Secure web access anywhere, anytime
- Two-factor authentication
- Backups & disaster recovery
- ~3500 Microsoft™ security experts

### SCALABILITY

- Mobile app anywhere, anytime access
- Customer roadmap involvement
- Customize your user groups
- Budget friendly and low CapEx
- 26 effortless software updates in 2023

### SERVICE

- Live 24/7/365 support included
- eLearning courses and workshops
- Project experts available
- Data exchange available
- Alarm experts available

## Introduction

DeltaV™ SaaS SCADA is an IIoT cloud-native platform designed to enable asset-intensive industries to quickly and securely connect, acquire analytics and provide control of remotely located devices anywhere, anytime by anyone of your authorized users. We help our customers become more productive, profitable and sustainable to improve life around the globe.



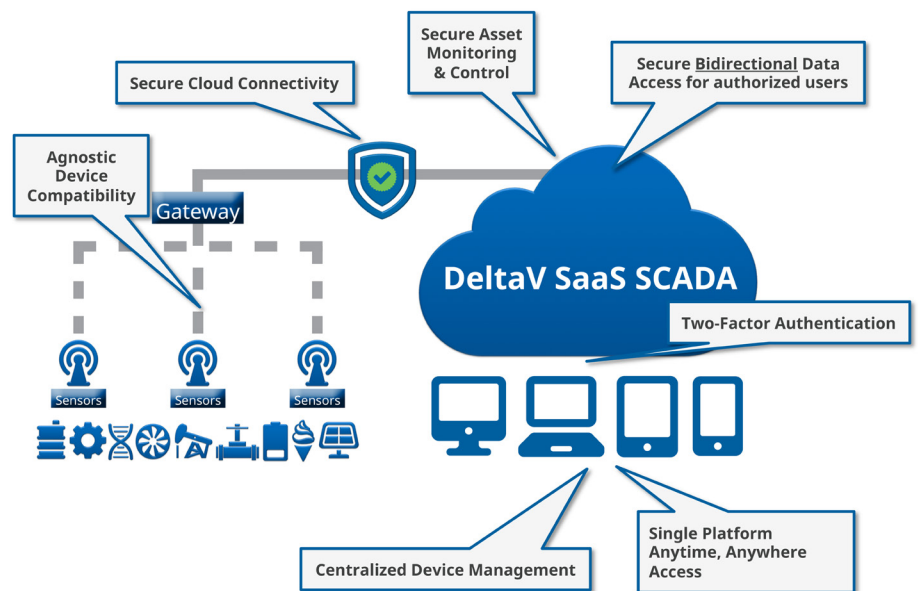
**DELTA V**™

## How DeltaV SaaS SCADA Works

Connect any industry device, to anyone, anywhere at anytime with our intuitive, scalable cloud-native IIoT platform that supports any digital monitoring hardware, or device for operational production data with an aggregated view of production with always the latest enhancements, and is complete with mobile, alarms and security for remote control and monitoring.

We simplify the connection between sensors to get you the data you need to make better business decisions. DeltaV SaaS SCADA provides both a web interface to end users, as well as the ability to push data to third party platforms giving you accurate operation data, remote control, cry-out alarms and the mobility you need to increase your production, profits and sustainability.

- Leading IT Infrastructure
- 3-Layer Cyber-Security
- Data Historian & Exchange
- Effortless Software Upgrades
- Descriptive Analytics & Dashboards
- Remote Device Configuration
- Unlimited Authorized Users
- Alarm Experts with Call-outs
- Training, Workshops & Courses
- 24/7/365 Global Support
- Website & Mobile Device Access



## How is Cloud-Native Different than On-Premise SCADA?

Stronger connectivity now enables users to view, update, and exchange information to monitor and control processes from anywhere, at anytime.

Cloud-native SaaS SCADA simplifies site-installation and enables users to access the system from any device that is internet connected, including mobile devices.

FOCUS ON YOUR CORE BUSINESS, NOT YOUR PLATFORM		
	On-Premise	Cloud-Native (Remote)
<b>Server</b>	Perpetual	Subscription
<b>License</b>	Local Network (OT)	Internet
<b>Access</b>	Capital Expenses	Operating Expense
<b>Finance</b>	Difficult & Expensive	Fast & Easy
<b>Scalability</b>	Customer Self-Support	Monthly Auto-Updates
<b>Maintenance</b>	Customer Ownership	Monthly Auto-Updates
<b>Security</b>	Customer Dedicated	Included Courses
<b>Training</b>	Customer Employs	Outsourced to Emerson
<b>Staff</b>		

## Application Availability

We make every effort to fully support our customers and end users with easy, always up to date software, security, scalability and service.

When using DeltaV SaaS SCADA users must have an active internet connection to log on, and save details.

Please see below for required browser support policies for DeltaV SaaS SCADA.

“Support” means we will work to resolve issues between our applications and the browser in question. It does not indicate whether our applications will work in said browser.

- Latest version of most major browsers supported by their respective vendors
- Major and most common browser types in use by our customer base
- Generally, this includes Microsoft™ Edge, Internet Explorer, Chrome, Safari, and Firefox
- We also support the last 3 (current, plus 2 previous) versions of Internet Explorer or equivalent

All other browsers: no formal support; though DeltaV SaaS SCADA applications may still work in them, but graphics and other content may not be as presented correctly for intended use.

## Device Connectivity

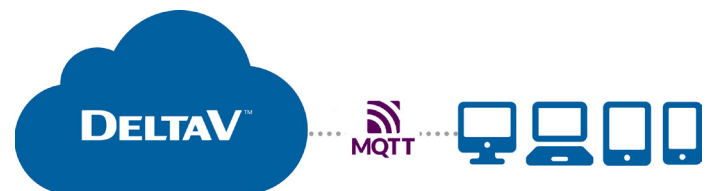
Our SaaS SCADA was intentionally developed in the cloud from the ground up, and can easily work with any brand of hardware and all of your devices you already own. We work with a variety of connection types, edge devices and network protocols to enable your organization to be more proactive and report by exception; advancing your operations. We also fully support your APN and third party VPN needs.

### Ingress

- OPC DA - Classic OPC
- MQTT & Sparkplug B
- Modbus
- Web API (basic functionality)
- Proprietary (Smart-Alek, Field Gateway & PAC/ZPAC)

### Egress


- OPC
- Web API (REST -limited)
- MQTT publisher & Sparkplug B
- Data Exchange (email pushes, ftp, AZcopy, AWS, DB to DB, other)

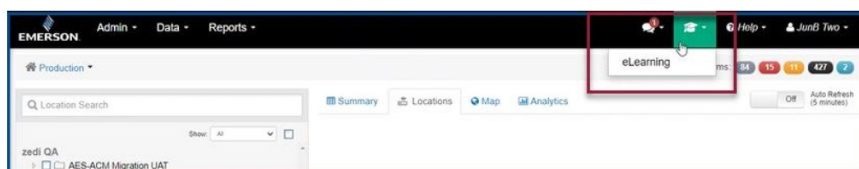


## Training on How to Use DeltaV SaaS SCADA

Quickly find tips and training videos:

<https://www.youtube.com/@DeltaVSaaS SCADA>

Once you are signed into DeltaV SaaS SCADA simply click the grad cap  icon on the upper right hand side of the screen and get started with what has been assigned to you, or your role description.



## Layers of Security

Emerson offers a wide variety of secure communication options with regional cellular and global satellite providers. Provided connections are fully encrypted and secure from the communication device back to DeltaV SaaS SCADA infrastructure through dedicated APNs (Access Point Names) and VPNs (Virtual Private Networks).

Full data backups occur nightly, and storage amounts are not limited, nor quota driven with zero limitations on content or data fields with 'always-on' continuous security monitoring platform performance.

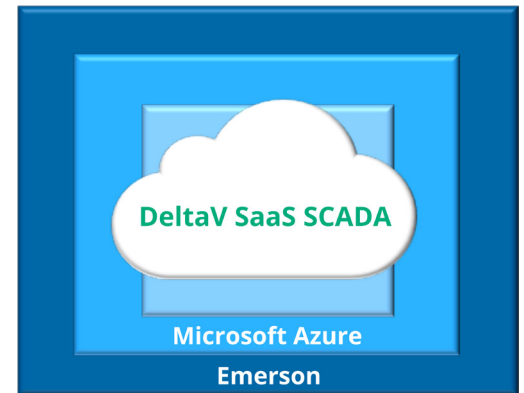
### Work by Your Own Rules




Emerson will work with you and your local telecom providers to ensure a secure and encrypted connection is created between your in field device and our cloud platform. Dedicated networking infrastructure ensures your devices are never exposed to the public internet, or any enterprise network, complete with 2-factor authentication for each of your authorized users.

This doesn't mean your devices are siloed or out of your reach. Using Emerson's Customer Network Access offering, we can provide a dedicated tunnel safely, and securely right from your desktop directly to your device, enjoying all of our standard authorization, encryption, and auditing capabilities.

### The Control is Yours

You control the rules around user authentication; from password strengths to account expirations. User authorization to every device is natively controllable from within the platform. In addition, authorizations to dozens of different platform capabilities are also controllable on a per user, group, or role basis. These extremely granular authorization mechanisms are all logged by the auditing system each and every time they are modified.



 <b>FOUNDATIONAL SECURITY ZONES</b>	 <b>RELIABILITY, UPDATES &amp; OWNERS</b>	 <b>PROVEN LAYERED APPROACH</b>
<ul style="list-style-type: none"> <li>✓ Two-Factor Authentication</li> <li>✓ Encrypted connections</li> <li>✓ 3-2-1 Backup Strategy</li> <li>✓ Zero-tolerance data loss</li> <li>✓ Planned &amp; unplanned notifications</li> <li>✓ Live 24/7/365 support included</li> <li>✓ 24+ eLearning courses &amp; workshops</li> </ul>	<ul style="list-style-type: none"> <li>✓ 99.9%* System availability</li> <li>✓ Monthly automatic security updates</li> <li>✓ Customize account &amp; password policies</li> <li>✓ Authorize by users, groups or roles</li> <li>✓ Redundant storage &amp; network</li> <li>✓ It's YOUR data - extraction available</li> <li>✓ Historical data adapts to all updates</li> </ul>	<ul style="list-style-type: none"> <li>✓ Customer platform segregation</li> <li>✓ On-going pentests &amp; row level auditing</li> <li>✓ Cloud-native &amp; built for web by design</li> <li>✓ Tunneled network access</li> <li>✓ Account activity is recorded &amp; logged</li> <li>✓ ~3500 Microsoft™ security experts</li> <li>✓ Three layers of expert data defense</li> </ul>

**SECURITY IS EVERYTHING**

\*Denotes observed historical availability excluding any planned outages or maintenance, and does not guarantee future performance.





## Built for Purpose Software

### DeltaV SaaS SCADA

Up-to-the-minute accurate data from your site all in a single source to actively see the information you decide is relevant to each person or role within your organization.



- Data trending, default & reporting
- 3rd party access & data exchange
- Continuous polling & optimization
- Alarm Management with call-outs
- Manage permissions & work-flows

### DeltaV SaaS SCADA Mobile

Enter, monitor and manage operational data anytime, anywhere with our mobile app. Available in Google Play as well as the App Store for all your mobile device needs.



- Input data & issue commands
- Prioritize work while in the field
- Eliminate field paperwork
- Push data to other systems or reports
- Immediately update systems

### DeltaV SaaS SCADA Field Capture

Capture daily production data in one, user-friendly platform. Gather and analyze manually entered, imported or updated data from various locations based on role.



- Easily view, edit & share data
- Analyze & export based on role
- Custom report engine
- Custom sort & display
- Advanced reporting

**DeltaV SaaS SCADA Asset Protect** Streamline work for fixed assets, preventative maintenance & HSE. Control of equipment deployed, with documentation and records for compliance audits. Easy cloud-based fixed asset management.



- Track moves & location
- Pro-actively schedule work orders
- Set reminder & escalations
- Manage inventory & licenses
- Track incidents, specs & manuals

## Right Size Your Software Features

DeltaV SaaS SCADA is available with additional real-world features built to provide authorized end users to have anytime, anywhere access to remote asset data with ease.

**Choose the right additional features to fit your operations:**

### Data Exchange

Easily import & export your data to & from other systems

### Analytics View

Vivid, clear graphic charts and easy to understand visualizations

### Pipeline Protect

Increase gas or liquid pipeline safety & integrity

### Tank Protect

Efficiently monitor & manage tank levels & volumes

### Compressor Perform

Reduce site visits and increase safety, profitability & uptime

### Artificial Lift Perform

Monitor and control artificial lift

### Video View

Increase site security and safety with asset visibility

### Autonomous Rod Pump

Smarter rod pump management with AI

### Measurement Schematics

Create, control & manage Measurement schematics

### Composition Management

Anytime, anywhere access to lab results



## Additional DeltaV SaaS SCADA Services Available

### Machine Protect

Managed in-depth and proactive diagnostics

### Alarm Experts

Reduce operator field time with 24/7 monitoring & response service

### Strategic Project Experts

Digital projects managed and delivered on time and on budget

## Complete Support Every Step of the Way

### 24/7/365 Support

Our dedicated Support experts are passionate about our cloud-native IIoT platform and providing you with the very best possible customer service at anytime; day or night and are happy to assist with any questions and needs. Support should be your first call or email to get the help you need.

Call anytime, day or night, holidays & weekends:

# 1 866 732 6967

[DeltaVSaaS.Support@Emerson.com](mailto:DeltaVSaaS.Support@Emerson.com)

- Questions & help
- Device troubleshooting
- Account questions & help
- Billing & invoice help
- Software related questions
- General inquiries

Upon occasion you may wish to share your screen with one of our Support people to help you; in this case we do offer a link that a DeltaV SaaS SCADA Support person will guide you through on how to use, so they can best serve your needs.

[Remote Visual Assistance >](#)

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