



Yokogawa North America Comprehensive Service Overview

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YOKOGAWA 



The Yokogawa Service Organization is pleased to provide this Comprehensive Service Overview for support in North America. Yokogawa is a world leader in industrial automation, measurement and control, and manufacturing operation management systems. Our technology expertise, reliability and unyielding focus on the customer have made us a trusted partner worldwide and a strong contributor to industry since 1915.

Our North American service organization includes our headquarters in Sugar Land, Texas, with additional offices in Newnan, Georgia, Calgary, Canada and Mexico City Mexico. Yokogawa satellite offices and resources are based throughout North America to provide support wherever you are located. As a company, our goal is to contribute to society through broad-ranging activities in the area of measurement, control, and information.

This brochure describes the range of Services available to Yokogawa customers in North America. Please refer to this information for consideration and discussion of your specific needs as a basis for Yokogawa to draft the appropriate level of support and services.

For expedited answers to your questions or services needs please refer to the **ONE CALL** Support line for immediate assistance, call **800-524-7378**. (800-524-SERV)



ISO 9001 at Yokogawa

The Quality Management System of Yokogawa Corporation of America is certified in accordance with the ISO 9001 International Quality Standard

The certification covers the quality management system as applicable to the design, manufacture, resale of products as well as to all aspects of service and support of our business.

Yokogawa maintains ISO 9001 certification through Lloyd's Register Quality Assurance Limited. We are certified to ISO 9001: 1994 ANSI/ISO/ASQ Q9001-1994.

ISO 14000

The management team and employees of Yokogawa pledge their commitment to the prevention of pollution and protecting and conserving the natural environment.

We demonstrate this commitment by incorporating environmental consciousness in our daily activities and complying with all statutory, regulatory requirements and recognized standards.





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Yokogawa Systems Warranty

Standard Warranty

Yokogawa Standard Warranty is eighteen (18) months from shipment to customer site or twelve (12) months from start-up, whichever comes first. A warranty letter will be issued by Yokogawa to the customer indicating the details of the warranty and the start/stop date.

Extended Warranty

- The term of the extended warranty is for two (2) years only, immediately after the Yokogawa Standard Warranty expiration.
- Extended warranty coverage is for Yokogawa manufactured and Yokogawa branded systems components.
- Extended Warranty is defined as 'return to factory only'
- Warranty Service does not include expedited or loaner parts, it includes repair and return only
- Warranty Service is available Monday to Friday 8 AM to 5 PM Eastern Time
- For warranty service please call 800-524-7378





Lifecycle Agreement

A Lifecycle Agreement is an integrated package of solution services that optimizes maintenance by tailoring it to the customer's equipment lifecycle. This program meets diverse needs by creating a lifecycle plan for each customer's system and/or instrumentation. We offer a wide range of services that can be customized to meet the customer's needs for support and budget limitations. From Basic Annual support to Customized Multi-Year Support, Yokogawa Service can tailor the right support packages to provide smooth operation and peace of mind. Lifecycle Agreements can incorporate Yokogawa and third party devices, as well as, consulting services and are designed to be an all encompassing service support mechanism for our customers.

Lifecycle Agreements are available for all the services Yokogawa provides. Contact Yokogawa **ONE CALL** at **800-524-7378** or email us at support@us.yokogawa.com for details on Lifecycle Agreements and other services.

Technical Telephone Support

ONE CALL 800-524-7378

For all your process control service and support needs Yokogawa has implemented the **ONE CALL** program. By calling **800-524-7378** you can access technical support advisors that will guide you to the correct department, service or person that can provide support, answer your questions, provide quotations and dispatch. From minor questions to complete plant retrofits we are making it easier for you to get answers and support faster.

Yokogawa North America Response Center

When you need immediate assistance to solve a problem, a telephone call to the Response Center's **ONE CALL** line is all you need (**800-524-7378**) this enables the customer to quickly contact a customer support representative. 24 hours a day year round, with escalation to the Yokogawa Global Response Center and additional access to other regional response centers around the world.

A customer support representative will be available to collect your information and work with you to develop a resolution. Customers may also email non-critical service questions to support@us.yokogawa.com.

All calls for support are received and logged into our advanced call handling system and given a case number. This number allows Yokogawa and our customers to track calls entered into the database, provides escalation, status and resolution history. Yokogawa retains this information as part of our quality procedures.

The North America Response Center also has the ability to provide remote assistance for customers who need urgent or scheduled support.

Application Engineering Telephone Support Service

Telephone support services include the development, modification and debugging of an application or configuration. This includes any requirements for simulation or set up of equipment to assist with applications troubleshooting for CENTUM DCS systems, ProSafe-RS Safety Systems, and Exaquantum Plant information management and historizan Systems

Web Portal Access

This service provides important information to improve system reliability, availability, and maintainability. In order to access the site Yokogawa will provide a user ID the initial password, and support ID, this is available to Yokogawa Service Agreement customers only.

This site includes product of customer support information for:
CENTUM series production control systems

- CENTUM VP

- CENTUM CS 3000

- CENTUM CS 1000

- ProSafe-RS Safety Instrumented System

- STARDOM Network-based Control Systems

- FAST/TOOLS SCADA System

- PRM Plant Resource Manager Asset Management System

- Exaquantum Plant Information Management System

- Exapilot Modular Procedural Automation System

- Exaopc Interface Package

- Exaplog Alarm Management Diagnostic Package

SOFTWARE UPGRADES

System Software Revision Upgrades

To ensure maximum system performance, it is advised that all systems are operated at the latest software level. Revision upgrades include system enhancements as well as new hardware and software capabilities to provide better functionality and performance. An example of a Yokogawa software revision would be CENTUM VP R5.01 to VP R5.03

If site support is requested Yokogawa will carry out the necessary backups, confirm network configuration, install patches, check settings and perform the offline load as authorized by the customer.

System Software Version Upgrades

A Yokogawa Version Upgrade is a major release that is based on major product enhancements or environment changes. This allows the customer to update technology, increase system performance and take advantage of the latest process improvements from Yokogawa or third parties. An example of a Yokogawa software version would be CENTUM VP R4.02 to CENTUM VP R5.02.

Upgrading the control system Version to a newer Version of software requires a planned and coordinated effort between the customer and Yokogawa. Yokogawa can assist with Version upgrade planning to help you take advantage of the latest technology has to offer.

EXA Software Support

Exa Solution-Based Software support includes troubleshooting and media updates. This includes revisions, versions, telephone support and access to the EXA support website.



Maintenance Services

DCS, SIS, SCADA, PLC's & instrumentation from all Manufacturers

Corrective and Emergency Maintenance

For all your process control service and support needs Yokogawa has implemented the **ONE CALL** program. By calling **800-524-7378** you can access technical support advisors that will guide you to the correct department, service or person that can provide support, answer your questions, provide quotations and dispatch. From minor questions to complete plant retrofits we are making it easier for you to get answers and support faster.

Disaster Recovery

Yokogawa will work with you to accurately identify the impact and risk potential of abnormal events on your systems. Together we will design the Disaster Recovery Plan best suited for your operations. Yokogawa can assist with recovering a failed system, recovering from customer or programmer error, ensuring data integrity and avoiding the additional costs from attempting to recover or reconstruct lost data. Regularly scheduled backups are recommended and can be incorporated into a preventative plan implemented by Yokogawa.

On-Line Operating Inspection

On-Line Operating Inspections are scheduled inspections on a running system that are performed to help maintain the Yokogawa system in a reliable state by recognizing problems or patterns with the system that if not addressed might lead to impaired system performance. A scheduled maintenance visit will identify potential problem areas and recommend corrective actions to prevent these failures from occurring. All Yokogawa recommended on-line services are included and are performed by trained and experienced Yokogawa service personnel. Detailed documentation of this service is provided upon completion.

Off-Line Shutdown Inspection

Off-Line Shutdown Inspections are scheduled inspections, similar to the on-line inspection, that are performed to help maintain the Yokogawa system in a reliable state by recognizing problems or patterns with the system that if not addressed might lead to failure of some components. A scheduled maintenance visit will identify potential problem areas and recommend corrective actions to prevent these failures from occurring. The Off-Line Inspection is more in-depth and involves component level checking and testing along with replacing consumable parts. All Yokogawa recommended on-line services are included and are performed by trained and experienced Yokogawa service personnel. Detailed documentation of this service is provided upon completion.

System Backup

Data needs to be backed up in case of unforeseen disasters and loss of data and configurations that can lead to problems. Yokogawa will perform an on-site backup of your system and provide you a copy for local retention. Increasing reliability can be achieved by Yokogawa maintaining a copy of your system in our permanent archives as part of the overall security and recovery strategy.

Foundation Fieldbus Reliability and Performance Services

There are many digital communication technologies being promoted however Foundation Fieldbus (FF) has been designed specifically for the process automation industry. Fieldbus is not any more difficult than the traditional technologies, but it is different, thereby affecting the design and implementation aspects of a project. From Front End Engineering Design (FEED) through start up and into the operational phases, Yokogawa is there to support your FF needs with consulting, engineering, and performance services. We can assist with training and knowledge transfer, conduct technical reviews and confirm your Fieldbus segments by providing our customers detailed segment performance reports, including the statistics and loading reports using diagnostic data from our advanced diagnostic applications. After start up Yokogawa will be there to assist with segment troubleshooting when a diagnostic failure or device failure occurs, review your hardware and insure your site is at the most current software revisions.

Foundation Fieldbus Segment commissioning

Foundation Fieldbus Segment commissioning assist customers with the addition of new segments and devices utilizing Yokogawa's FF Builder and Device Panel software. Yokogawa will also ensure the loading of appropriate CFF, DD, DTM files and device templates for use with any new device that may be added in the future. The associated area of Yokogawa's Plant Resource Manager (PRM) device asset management system will be updated accordingly when a new segment or device is added. Each segment will be commissioned and then tested and logged to be within design parameters.

Documentation Updates

As project and operational complexity increase and availability of resources decrease there is a temptation to finish the paperwork later. Postponing completion of the documentation may result in increased costs, lost productivity, or HSE concerns for operations and maintenance when redlined P&ID's, revised control narratives, and other plant documentation are not maintained and kept current. Out of date documentation may lead to non-conformance items on OSHA and ISO compliance audits. Yokogawa's team of document control experts can assist your facility with staying current, safe, and secure.

Long or Short Term Site Resident Support

Regardless of the term; weekly, monthly, year to year, Yokogawa can provide site support. Depending upon the tasks required, this site resource could include the skill levels from an instrument engineer to site service engineer on up to application or senior plant process engineer and/or consultant.

Yokogawa site resident support will act as the first point of contact for the customer. Depending on the level of person required, assignment and duration of the service provided, some of the responsibilities that the site resident may have assigned will include expediting support as it is now being provided locally. This includes executing all service or engineering requirements as assigned in order to maximize the customer's use of technology for Yokogawa and 3rd party vendors, automation, instrumentation and information systems.



Consulting Services

Reliability Study

Yokogawa can perform a Control Systems Reliability Study for the Yokogawa DCS system(s) at your location.

The study will be performed in three phases:

Phase 1 – system overview, performance, and future needs data collection (performed on-site)

Phase 2 - compiling and analysis of the collected data to be presented in a published report (performed off-site)

Phase 3 - Presentation of the report of findings.

The scope of the reliability study will cover the following and/or additional topics as determined by the customer and Yokogawa, prior to a site visit:

- Hardware Reliability - Field Control Stations and Node Units, Cabinets, Network equipment including PC's and Servers, Spare Parts, Additional hardware as applicable
- Software Reliability
- Alarm Management
- Network and System Security

Comparative Effectiveness Analysis (CEA)

Benchmarking is a very effective method for identifying improvement opportunities by comparing your plant performance with similar plants in the industry. The Yokogawa Comparative Effectiveness Analysis (CEA) service calculates your performance against production-related key performance indicators (KPI's) and provides a report which can compare your performance against:

Similar operating plants within your corporate group of companies (if applicable)

Similar operating plants across the industry (competitors)

This form of benchmarking enables clear identification and prioritization of improvement opportunities based on normalized performance criteria within your industry. Continuous periodical benchmarking is recommended to ensure that companies remain watchful of their competitors' positioning and maintain a culture of continuous improvement.

Alarm Rationalization

Alarm Rationalization is a multi-level service designed to complement various software packages that help diagnose alarm patterns and trends, reduce nuisance alarms, set predictive alarms and automatically generate audit trails.

Many new plants or retrofit projects have not reviewed or developed a well defined alarm strategy. As a result operators are inundated with nuisance alarms. Yokogawa's Alarm consultation service is based on standardized Six Sigma DMAIC (Define, Measure, Analyze, Improve, and Control) methodology designed to help our customers define an appropriate alarm strategy and implement nuisance alarms to a defined KPI. Nuisance alarms can be reduced in a number of ways through parameter changes in the DCS to application of alarm suppression software designed to work under a variety of situations.

Modular Procedural Automation (MPA)

Modular Procedural Automation is designed and aimed at increasing safety and reliability in continuous processes by providing consistent, repeatable and verifiable procedural operations in an era of skills depletion. MPA is a consultative methodology whose purpose is to document and automate procedural operations in continuous processes. Our modular design approach facilitates standardized implementation within sites and across companies. This optimizes customer acceptance and reduces deployment costs.

Parts Support

Hardware Interchange Express Parts Program

For those customers that elect to have an annual service agreement with Yokogawa we provide access to the Hardware Interchange Express Parts Program. This program provides immediate replacement of failed parts. Depending on the level of service agreement coverage, Yokogawa customers are able to access a dedicated inventory of replacement parts at either a discount or no charge for the part(s) and all associated labor and expenses required to replace the failed component.

Inventory Management Program

This program provides customers the option to own and stock critical parts on or off site. These critical parts are immediately available if onsite. For those customers that do have the controlled space for critical parts we offer a centralized storage facility to store and expedite parts to site. Yokogawa provides on-going inventory maintenance and management including reordering. This provides the customer with inventory optimization and peace of mind.

Technology Refresh Program (PC/Server Replacement)

The Yokogawa Technology Refresh Program provides the materials and all labor for transporting existing software and associated data across the platforms for PC's and servers. Yokogawa will provide a replacement schedule for updating PC's, Servers, Monitors, etc. based on a mutually agreed to time frame. This program can also include lifecycle items such as power supplies, communication cards and more depending on the level of service your site requires.

Technology Refresh – Limited Life Parts

The Technology Refresh Program for Limited Life Parts is a way to help ensure continued normal operation of your equipment thereby providing the highest level of reliability and availability. In order to maintain this level of sustainability, YOKOGAWA carries out the preventive replacement of limited-life parts at a recommended cycle, a common practice in the industry.

The Yokogawa Technology Refresh Program – Limited Life Parts provides the materials and labor to properly replace and maintain your systems.

Spare Parts and Consumables

Yokogawa's instrumentation and systems teams are ready to respond quickly to your request for spare parts. Service contract customers are guaranteed immediate availability of replacements for failed parts.



Remote Support

Web Portal Access

Web Portal Access is available to service contract customers only. This service enables customers to access Yokogawa's Service Information Portal for Technical Information, General Specifications, Release Information and Customer Support information.

VPSRemote – Basic Remote Connection Service

The VPSRemote service provides a secure external network communication environment created, maintained and operated by Yokogawa. Yokogawa leases, installs and sets up remote site devices that are needed to create an external network communication environment.

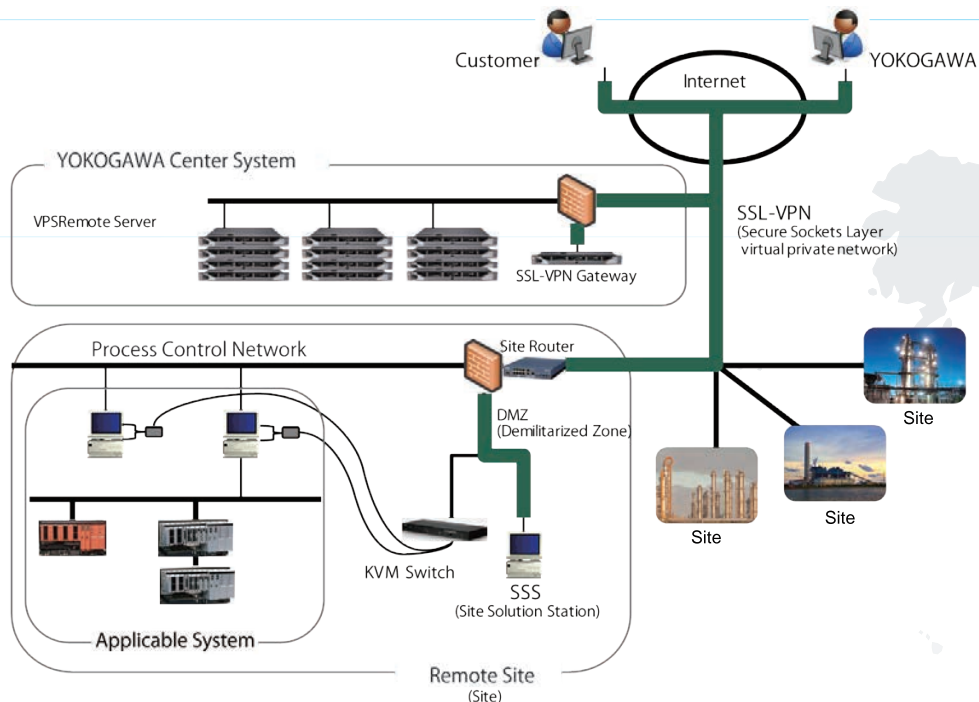
Yokogawa creates a secure external network environment using the Secure Sockets Layer Virtual Private Network (SSL-VPN). This environment is implemented by setting the usage license, which is limited to each customer, on the Yokogawa center system. A designated customer access area is created in our computer system and connected to the Site Solution Station (SSS). Yokogawa then provides the customer with a user account, which allows the customer to access the center system via the VPSRemote. The remote service is set for both the customer and Yokogawa personnel and allows authorized personnel to access the Yokogawa center system, the site service devices and the user functions of the customer's applicable system through the internet.

Yokogawa creates, operates and manages the external network connection environment and changes the settings whenever necessary. Yokogawa monitors the center system and the remote site devices for any failures and promptly takes appropriate action if a failure occurs.

Custom scripts can be developed to provide extensive monitoring of all customer system assets across all current Yokogawa system platforms.

The following technologies are used to ensure security:

SSL-VPN, IP Address control, Port control, Reverse proxy, Antivirus software and One-time password.





Exaquantum Remote Applications Support

A Yokogawa Exaquantum Specialist will work with you remotely via telephone and/or internet to handle special applications. Typical remote services include: troubleshooting problems on customer machines, assisting with handling application problems that are beyond the scope of the support offered with the basic license renewal agreement, consulting on changes to the configuration, and making those changes for you, assisting with creating custom reports or displays, for example, complex spreadsheets or trend displays for customers who are not familiar with the programming requirements.



Instrumentation Services

Calibration and Certification (All Manufacturers' Equipment)

On-site calibrations are performed in accordance with agreed to schedules to ensure specific industry regulatory standards are fully met. All equipment used is certified and fully traceable according to the National Institute of Standards and Technology (NIST). All work is fully documented and calibration stickers are included for individual devices.

Installation / Loop Check / Startup

Yokogawa will provide cost effective installation, loop check and startup solutions that can be ordered with your initial product purchase. Installation will be performed to manufacturer's specifications. Loop check will be performed to verify that the expected output to the final control element is produced. Startup will include functional tests and on-site configuration of instruments and analytical products. This ensures dependable and timely startup and continued operation.

Emergency Repair, Programming and Troubleshooting

When telephone support cannot solve an immediate problem, emergency on-site assistance may be necessary. An experienced field Service Specialist will be dispatched to your plant. Yokogawa can provide programming, optimization, repair or replacement for all manufacturers' equipment.

Factory Repair / Flow Testing

Yokogawa can perform repair and calibration on the full line of Yokogawa instrumentation. Yokogawa also has a state of the art flow testing laboratory to verify accuracy and certify calibration of your Yokogawa flow meters.

Preventative and Corrective Maintenance Services

Preventative maintenance services help maximize the performance of instrumentation and control equipment. It ensures proper operation by utilizing advanced predictive maintenance diagnostics, cleaning and periodic maintenance including consumable replacements.

Corrective maintenance service contracts are available for customers requiring specific response times for crucial processes. Yokogawa utilizes advanced diagnostic and repair practices to resolve issues quickly.

Security Services

There has been a marked increase in the number of cases involving computer-virus infections in control systems operating in networks that are not connected to external networks. Most of these virus infections are introduced via USB flash drives and some of them have prevented plants from operating normally.

The most effective way to protect a control system against the threat of computer viruses is to secure the end points of the system including the Windows PCs and Windows Servers.

Yokogawa's Endpoint Security Service reduces the risk of computer virus infection to Windows PCs and Windows Servers. In addition, this service provides support in maintaining the soundness of the control system throughout its lifecycle.

Additional security consulting services are available through the Yokogawa VPS Solutions consulting group. These consulting services encompass overall holistic risk reduction strategy utilizing network and cybersecurity expertise.

End Point Security (EPS)

Virus Check Service

The virus check service involves scanning and identifying security threats on PCs installed with Yokogawa software or customer software (CENTUM, ProSafe-RS, PRM, VTSPortal, and Exa series) using a dedicated software tool, executed from the USB port. When the site service is concluded, a report showing the result of the scans is provided. In addition to this service, Yokogawa is available to provide consultation/suggestions on how to deal with the threats/viruses found in scans.

USB Port Lock Service

The use of USB ports, which is one infection source, is disabled both physically and logically (both hardware and software, respectively), whereby the source of the infection is effectively blocked.


Software Backup Service

A full system backup can be made and stored in a pre-arranged medium. (The backup includes the configuration information of the hard disk(s) and the OS stored on them.) Should a hard disk failure or computer virus infection occur, the backup will significantly reduce recovery time.

Security Effectiveness Service

Periodically checking and maintaining security measures are very important in keeping the proper security level. With our Security Effectiveness Service a Yokogawa service engineer regularly visits your site and carries out the following simplified verifications.

- Proper implementation of the USB Port Lock Service including
- Effectiveness of the Unauthorized Program Countermeasure Service
- Includes checking condition of White-listing software such as operation logs
- Provides an Effectiveness Report



	Virus Check Service	USB Port Lock Service	Software Backup Service	Security Effectiveness Service
CENTUM VP	x	x	x	
CENTUM CS 3000	x	x	x	x
CENTUM CS 1000	x	x	x	x
ProSafe-RS	x		x	
Exaopc	x		x	
Exaplog	x		x	
Exapilot	x		x	
Exaquantum	x		x	

Anti Virus (AV) Implementation & Update Service / Operating System (OS) Patch

The levels of this service would be applicable to customers who want Yokogawa to support applying AV software and OS patch. It is also applicable to customers that have never had OS/AV, use different AV software other than the recommended McAfee or have earlier OS patches and are concerned about which OS patch should be applied

AV/OS Implementation Service

AV/OS Service includes validation of old versions and implements the latest OS and patch application. The two types of validation are available and include general validation for standard software and custom validation for those who have customized or special software installed.

AV/OS Update Service


This service provides scheduled visits to site to implement manual updates to the AV/OS. This includes an evaluation and standard operation check on the customers target system, to evaluate the AV software and OS patch on the standard Yokogawa software. Updates of the AV software and installation of OS patches are provided separately based on the results of the standard operation check.

AV/OS Information Service

This service is a subscription service that provides details of the evaluation of the AV software and OS patches on the standard packages of Yokogawa from the Yokogawa Security Competence Laboratory (SCL). The list of pattern files numbers for the AV software and OS patches are provided to the customer based on the results of the evaluation.

Network Performance Services

Most modern software relies on corporate networks to carry data. If there are performance or security issues and weaknesses within a network, these can substantially impair day to day operations. A Yokogawa Network review or audit will:

- Highlight network security vulnerabilities and plan for remediation
 - Define expected future loading and plan for future growth
 - Define current baseline, develop a gap analysis and provide recommendations for mitigation.
 - At completion of the audit Yokogawa will provide a mitigation plan and estimate for implementation.
- 



Training

Courses

Yokogawa training courses help your personnel review the fundamental principles, sharpen existing skills and integrate new advanced strategies. We combine hands-on experience, in-depth classroom and, if requested, on-site instruction to help your managers, engineers, operators and maintenance professionals meet and exceed your business objectives.

We offer a wide range of courses covering Analytical, CENTUM (DCS), Exa software, Instrumentation, FAST/TOOLS (SCADA), Foundation Fieldbus, PRM (ASM), ProSafe-RS (SIS), SEBOL (Structured Textual Language), STARDOM (NCS) and many other custom courses.

Yokogawa Training Courses:

To review the standard courses available see the web address: <http://www.yokogawa.com/us/is/support/us-ykgw-trainingcourses.htm>

To discuss custom courses contact Yokogawa at 800-524-7378

Operator Training Simulator (OTS) Support Services

Yokogawa customers expect the best from their simulators, and maintaining a simulator at peak efficiency requires a regular schedule of updates. Yokogawa offers a full range of maintenance services designed to keep your simulator in perfect tune with the latest plant improvements.

Remote Technical Support

Remote Technical Support provides a level of service for those wanting the security of knowing professional support is just a phone call away. This includes, same day telephone support, remote desktop session for troubleshooting and web access to knowledge base

Training Readiness Visit

This follow up visit has been crafted to insure your training personnel and OTS are always ready to satisfy the on-demand training needs. We work with you during the scheduled Training Readiness Visit to identify training opportunities and help establish the process to fully achieve the maximum value for your OTS investment. The Training Readiness Visit includes on-site time to address the following services:

Runtime Updates

New features are continually added to the OTS Software, improving training effectiveness and customer convenience. We can install these updates on your simulator during a focused trip for this purpose, or in combination with other maintenance services. This work can be performed remotely from our offices if desired. Our Runtime Updates include:

- New software updates, new drivers, version changes to Yokogawa systems software i.e. V4 to V5

- Yokogawa system software revision upgrades, patches, and fixes (version upgrades sold separately)

Synch Services

We “synchronize” your existing simulator models to match the current plant processes and DCS logic and graphics. Once the synchronization is complete, we provide the continuous maintenance plan to keep your simulator up to date. Synchronization can be performed either remotely or during a site visit.

Simulator Scope Assessment

Owners should continually assess whether the scope of their simulator is adequate for their overall training objectives, such as when additional process elements are added, commissioning of new plants or during control system upgrades, engineering staff investigations of stability effects of process and operational changes, such as adding a bypass or changing the startup procedure.

Refresher Training

We also perform refresher training for the trainer, lead Q&A sessions to address problems or discuss additional ways the OTS can be utilized to improve operational efficiency, production improvement, and personnel development.



Engineering and Migration Support

Distributed Control System (DCS) and Safety Instrumented System (SIS) Engineering Support

As you progress from the project to the operational state and familiarity with the system increases, you may decide to make changes in application configurations. During the life span of the facility, equipment is upgraded or replaced, changes are made in the process, or other application revisions are required, our Systems Engineers can assist in all phases of this effort from FEED to implementation including performance reviews and enhancement. Assistance can be provided either remotely or at your specific location.

Yokogawa can assist with the following Control System application items:

- Changes to existing logics
- Changes to control applications
- Any additions to existing schemes including I/O changes
- Additions of new logic
- New interface requirements

All changes to the existing software load are handled in consultation with you to insure maximum reliability and system performance.

Migration/Integration of Yokogawa legacy and Third Party Systems

Yokogawa personnel will assist you in assessing upgrade strategies from Yokogawa legacy systems or migration from third party system control vendors to Yokogawa's current control system architecture.

Yokogawa has experienced great success with integration between systems and applications.

This can include interfaces to 3rd party packages such as PLCs, historians, or other DCS systems.



Notes

YOKOGAWA

Yokogawa Corporation of America

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YOKOGAWA

Yokogawa Corporation of America

This image shows a blank sheet of white paper with horizontal blue ruling lines. On the left margin, there is a faint, light gray illustration of a person sitting at a desk, writing. On the right margin, there is a faint, light gray map of Alaska. The rest of the page is empty except for the ruling lines.



YOKOGAWA ONECALL

800-524-7378

Process Control Service and Support

- Emergencies / Disaster Recovery
- Outage / Turnaround Service
- Instrumentation Services
- Parts / Inventory Management
- Process Control Staffing
- Training – On & Off Site
- Online Remote Support
- Technical Assistance
- Migrations to Yokogawa from Other Systems
- HW SW Upgrades, Patches
- Custom Service Agreements
- Engineering/ Consulting

DCS, SIS, SCADA, PLC's & Instrumentation from All Manufacturers
24/7/365 – Service Anytime, Anywhere in North America

For non-emergencies please e-mail: yca-support@yokogawa.com

Yokogawa Corporation of America

North America

2 Dart Road, Newnan, GA 30265-1094, USA
Phone: 800-258-2552 Fax: 770-254-0928
12530 West Airport Blvd., Sugarland, TX 77478
Phone: 281-340-3800 Fax: 281-340-3838

Mexico

Av. Urbina No. 18, Fracc. Parque Industrial Naucalpan
Naucalpan de Juarez, Estado de México, CP 53370
Phone: 5255 5955 7400 Fax: 5255 5955 7417

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Bay 4, 11133 40th Street SE, Calgary, AB Canada T2C2Z4
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<http://www.yokogawa.com/ca>

Represented by: