

Resident Engineering Services

Engineering and Management Expertise



Do you need to complement your staff with an automation systems specialist?

Will you benefit from a local expert for all automation system technical issues?

Are you looking to ramp up the automation system skills of your operational staff?

Can you benefit from having an onsite automation system expert for design?

DEDICATED ONSITE EXPERTISE

As a 24/7 manufacturing facility, your operations and support staff must have expertise in multiple technologies and vendor products. With lean manufacturing practices and ever present downsizing pressures this can be an overwhelming task. Having a dedicated, onsite, knowledgeable automation system resource will reduce a significant number of the demands placed on your staff and will allow them to focus on your core business.

From day one, our Resident Engineering Program strives to integrate as members of your operations and engineering support staff to serve as an onsite resource for all technical aspects related to automation system support. Having this factory certified onsite expert that fully understands your automation systems, allows for quicker problem resolution and helps you avoid certain issues altogether.

Our Resident Engineers are available for ongoing engagements customized to your specific needs and provide operational, design and planning services.

FEATURES	BENEFITS
Automation system troubleshooting and operations support.	Maximize ROI by minimizing downtime and taking advantage of new technology and functionality.
Technical liaison between your facility and the vendors' factory for automation system support.	Skills transfer through informal on-the-job training.
Automation system migration planning.	Optimizes life cycle cost of ownership.
Testing of automation system functionality and interoperability.	Providing a local perspective from a global user base.
Informal technical and product training.	
Automation system optimization and enhancement analysis.	

“BEST OF CLASS”
 Scalable Services and Products
 Delivered with a Local Presence



The goal of the Resident Engineer is to provide you with proactive assistance in improving the operational readiness of your automation systems and staff. Typical activities include the following:

- Automation system troubleshooting and operations support
- Management and tracking of open trouble tickets and system update advisories
- Access to factory product design engineers
- Development of an ongoing, continuous maintenance schedule to include weekly, monthly, quarterly, semi-annual and annual tasks that meet vendor specifications. This schedule can be incorporated into existing or ongoing OEE (Overall Equipment Efficiency) programs
- Automation system project planning and execution including:
 - Consulting
 - System Architecture & Control Strategy Design
 - Configuration
 - Simulation
 - Commissioning & Start Up
 - Electrical & Instrument Installation (Contractor Supervision)
 - E&I Engineering

Control Southern is part of a world class support organization with experts in automation system technologies.

Through our business partners, such as Emerson Process Management, we offer 24/7 onsite support. On a local perspective, Control Southern's expert team of consulting engineers and support staff has over 750 years combined experience helping our customers enhance their profitability.

The Resident Engineer Program is a key element of our comprehensive service and support offering. For more information about our Resident Engineer Program along with our other products and services, please contact your Control Southern account manager.

WHY A RESIDENT ENGINEER?

Skills Transfer

Resident Engineers assist operations staff with the hands-on technical issues of automation systems. Through this process, they provide informal, on-the-job training to meet your staff's needs. The Resident Engineer's main focus is on Emerson products, however, they take a holistic approach to automation system support and troubleshooting; ensuring that Emerson products integrate and operate smoothly with equipment from other manufacturers.

Return on Investment

Resident Engineers allow you to take advantage of new technology and help introduce these features within your automation systems, which assist you to minimize downtime and reduce operational costs.

Peace of Mind

Resident Engineers combine their expertise of your Emerson system with an understanding of your other automation platforms and processes, providing insurance in case an automation system problem should arise. The knowledge is then used to monitor your automation systems with an eye for both optimizing performance and for performing preventive maintenance.

Easy to Implement

The Resident Engineer Program eliminates additional human resources burdens, offers quick fulfillment and provides a more favorable employee/employer relationship. Needs consultation, professional vetting and continuous training are part of the service delivery.

Partnership and Trust

Resident Engineers will develop a trusting relationship with your staff that fosters knowledge sharing and open communication between your personnel and the Resident Engineer, regarding automation system issues.

Satisfaction Monitoring

Resident Engineer performance can be monitored on either a quarterly or semi-annual basis and is administered at up to three management levels (immediate supervisor, department management, senior management).



YOUR BUSINESS... OUR CAUSE!

Atlanta - (770) 495-3100 Birmingham - (205) 988-5700

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www.controlsonthern.com