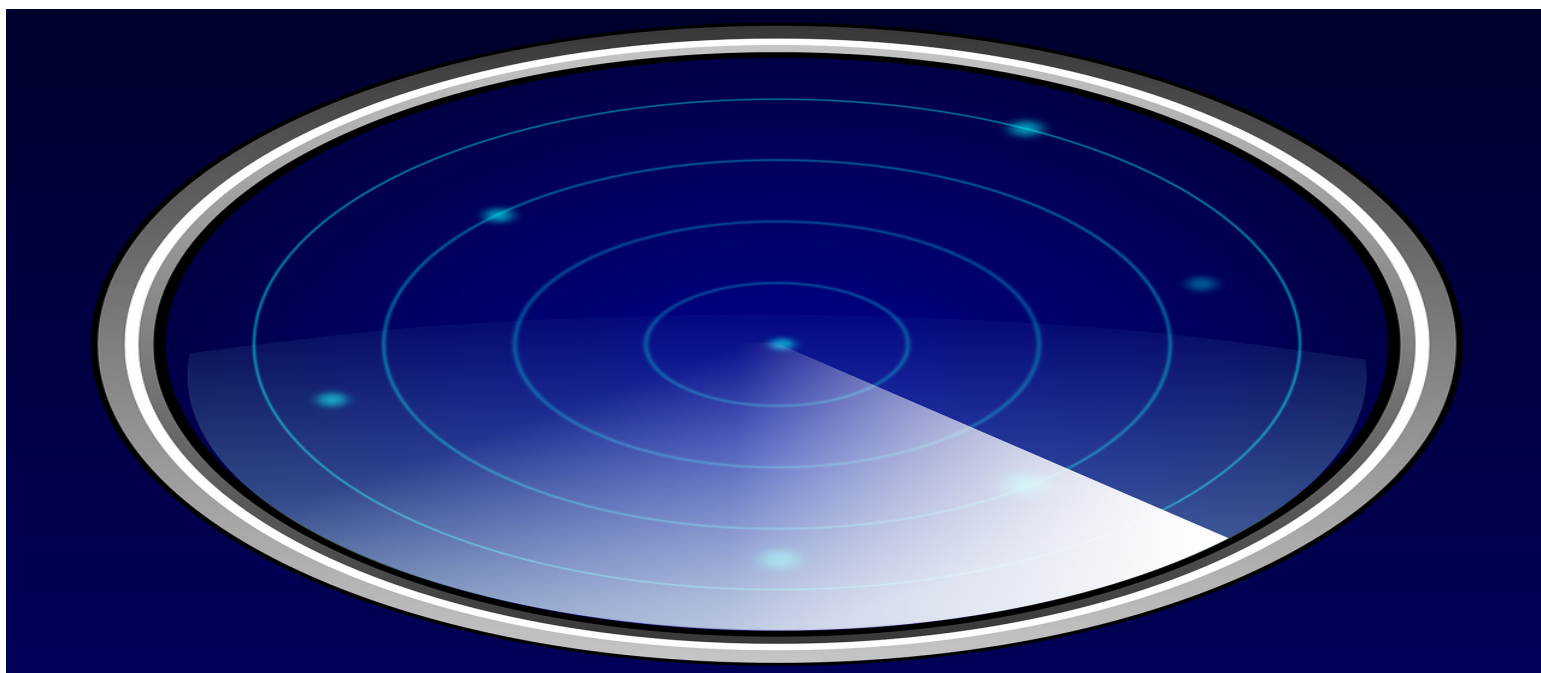# DeltaV™ SaaS SCADA with Edge Connect Product Support

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 avaialble

Introduction

DeltaV™ SaaS SCADA with Edge Connect 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.

Edge Connect simplifies data integration and seamlessly integrates with your remotely located assets without disrupting existing OT infrastructure, risking security or absorbing your skilled resources time to set up.
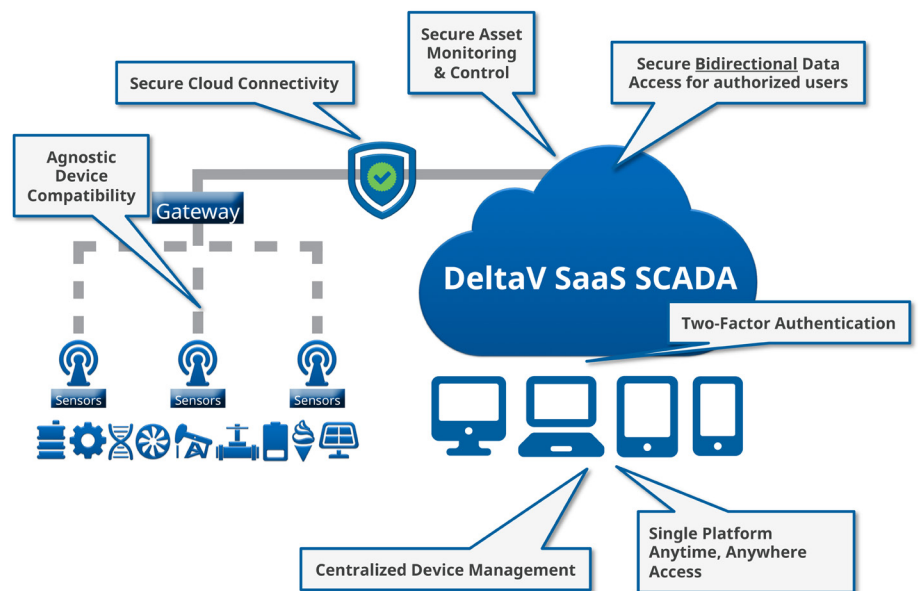

EMERSON

How DeltaV SaaS SCADA with Edge Connect 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, Worksops & Courses
- 24/7/365 Global Support
- Website & Mobile Device Access

Secure Asset Monitoring & Control
Secure Cloud Connectivity
Secure **Bidirectional** Data Access for authorized users
Agnostic Device Compatibility
Gateway
DeltaV SaaS SCADA
Two-Factor Authentication
Sensors Sensors Sensors
Centralized Device Management
Single Platform Anytime, Anywhere Access

DeltaV SaaS SCADA with Edge Connect simplifies data integration and seamlessly integrates with your remotely located assets without disrupting existing OT infrastructure, risking security or absorbing your skilled resources time to set up.

- **Manage bandwidth by publishing aggregate data when there's a change in value**
- **Easily configurable polling and reporting**
- **Automatically adjusting polling & reporting speed based on events detected at edge**
- **Edge Connect supports multiple devices simultaneously in their native protocols**
- **Set alarms and dead-bands for each tag, providing precise control over data reporting**
- **Stores data locally in case of communication outage & sent once connection is restored**
- **Reduce your bandwidth consumption by up to 90%**

Enable real-time monitoring and high-resolution data analysis, allowing operators to receive alarm notifications and take corrective actions promptly, ultimately enhancing operational efficiency, reducing costs, and improving the reliability and security of industrial data management and control systems. DeltaV SaaS SCADA offers you the security, scalability and service you require.

DELTAV™

For more information:
www.Emerson.com/DeltaVSaaSSCADA

EMERSON™

Simplified Integration from any Edge Device
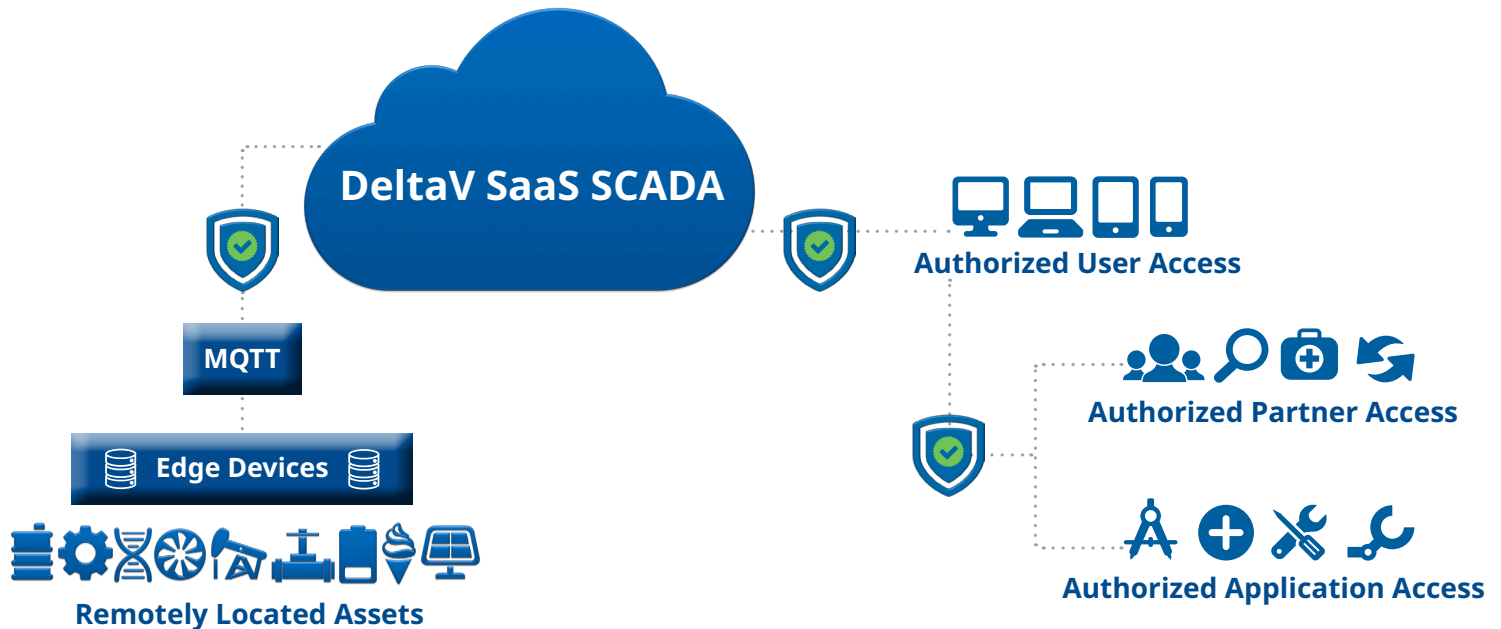
Components of Edge Connect:
Industrial Edge Computer (IPC2010) - Intelligent Data Management Enabled
Subscription to the Intelligent Edge Data Management Software
Global / NA Modem
Offered as a comprehensive, all-in-one solution for seamless edge-to-cloud connectivity

Our cloud-native DeltaV SaaS SCADA enables operations around the world to compile data from any digital monitoring hardware via edge devices, or gateways that support a variety of protocols.

We provide end users with a web interface, as well as the ability to push data to third party platforms, allowing remote control and optimization via authorized, cloud-based data access.

DeltaV SaaS SCADA with Edge Connect with Intelligent Edge Data Management solves the challenge of engineering how to utilize edge solutions, removes the complexity of understanding which communication protocols to use, and is designed to optimize data polling and reporting to reduce bandwidth and minimize costs, all while preserving data integrity and security.

Defeat technical challenges and gain highly flexible and scalable cloud-native advantages with edge device-agnostic access to your data you need quickly and efficiently, without technical hurdles that seamlessly integrates with your existing operating systems and OT infrastructure.

DeltaV SaaS SCADA with Edge Connect is a purpose built IIoT cloud-native platform, and was developed from the ground up based on enhancing your OT infrastructure, complimenting everything your current OT does well, and provides several layers of additional benefits to increase your production, profits and sustainability.

DeltaV SaaS SCADA has been intentionally developed through the years to be hardware agnostic, but we're also Edge Device agnostic and serve our customers with the type of communication service they prefer, need and trust, while still reducing bandwidth usage by up to 90% when utilizing DeltaV SaaS SCADA with Edge Connect.

Master Big Data with a Complete Emerson Technology Stack

Big data gathered from all the sensors in an enterprise lets you solve problems before they start, make accurate predictions, and reduce maintenance and downtime.

Emerson Edge Devices provide integration between OT and IT domains without disrupting OT assets, architectures or systems while satisfying IT cybersecurity, communications and application requirements. They are designed specifically to be user-friendly to both IT and OT experts, and are capable of supporting integrations and architectures ranging from IIoT gateways and remote monitoring to edge AI/ML analytics and data visualization.

Emerson's PACSystem™ IPC 2010 Industrial PC

High-efficiency computing performance and graphics capabilities in our most compact, rugged package making it a perfect edge gateway device. It also features an industrial-grade microprocessor, soldered memory, and a secure operating system.

- **Drag & drop programming for intuitive development**
- **Root of trust and secure boot ensure security of operational data**
- **TLS communications with reverse proxy secure interaction with IT & cloud applications**
- **Powerful visualization and analysis tool-set**
- **Emerson custom nodes and curated standard node sets in Node-RED**

Perfect for processing time-series data from various sources like PLC's, cameras, sensors, flow meters or valve manifolds, powering analytical solutions for remote monitoring, leak detection, and preventative maintenance applications.

IPC 2010 minimum specs, other models available:

PROCESSOR:	ARM Cortex-A53 CPU (2 or 4 Cores at 1.2 GHz)
MEMORY:	Up to 4 GB DDR4-1600
ETHERNET:	Two 10/100/1000BASE-T Ethernet ports
GRAPHICS:	One Display Port via USB-C connector
USB INTERFACE:	Two USB 2.0
INTERNAL STORAGE:	eMMC 64 GB
REMOVABLE STORAGE:	One Micro SD Card Slot (SDXC type supported)
DIMENSIONS:	120 x 45 x 101 mm
WEIGHT:	340 g
POWER:	10 V – 30 V DC

RANGE:	OPERATING:	STORAGE:
Standard	-20 °C up to +70 °C	-40°C up to +85 °C
Humidity	5-95% @ +40 °C	5-95% @ +40 °C
Altitude	6,600 ft. (2.0 km)	40000 ft. (12 km)

PRODUCT SAFETY: UL 62368-1 -1, UL 24 ATEX 3263X
LVD Directive 2014/35/EU: EN/IEC 62368-1

DELTAV™

For more information:
www.Emerson.com/DeltaVSaaSSCADA

EMERSON™

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.

DeltaV SaaS SCADA

Microsoft Azure

Emerson

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.
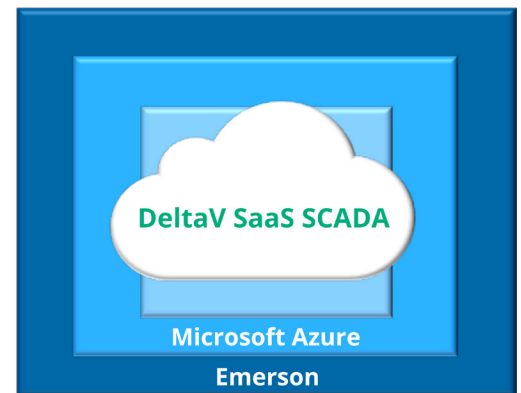
FOUNDATIONAL SECURITY ZONES	RELIABILITY, UPDATES & OWNERS	PROVEN LAYERED APPROACH
✓ Two-Factor Authentication	✓ 99.9%* System availability	✓ Customer platform segregation
✓ Encrypted connections	✓ Monthly automatic security updates	✓ On-going pentests & row level auditing
✓ 3-2-1 Backup Strategy	✓ Customize account & password policies	✓ Cloud-native & built for web by design
✓ Zero-tolerance data loss	✓ Authorize by users, groups or roles	✓ Tunneled network access
✓ Planned & unplanned notifications	✓ Redundant storage & network	✓ Account activity is recorded & logged
✓ Live 24/7/365 support included	✓ It's YOUR data - extraction available	✓ ~3500 Microsoft™ security experts
✓ 24+ eLearning courses & workshops	✓ Historical data adapts to all updates	✓ Three layers of expert data defense

SECURITY IS EVERYTHING

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

DELTAV™

EMERSON™

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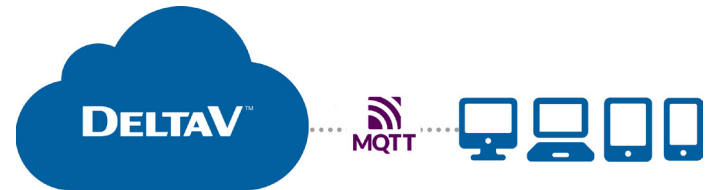
Ingress
· OPC DA - Classic OPC
· MQTT & Sparkplug B
· Modbus
· Web API (basic functionality)
· Proprietary (Smart-Alek, Field Gateway & PAC/ZPAC)

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

Application Availablity

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 interent 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.

Training on How to Use DeltaV SaaS SCADA

Quickly find tips and training videos:
https://www.youtube.com/@DeltaVSaaSSCADA

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 asigned to you, or your role description.

For more information:
www.Emerson.com/DeltaVSaaSSCADA
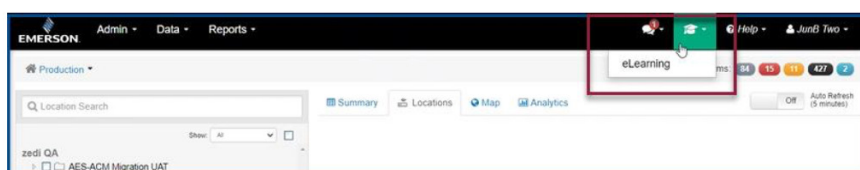
Complete Support Every Step of the Way

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

- **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 DetlaV SaaS SCADA Support person will guide you through on how to use, so they can best serve your needs.

Remote Visual Assistance >

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 & low CapEx
- ✓ 26 effortless software updates in 2023

SERVICE
- ✓ Live 24/7/365 support included
- ✓ eLearning courses & workshops
- ✓ Project Management available
- ✓ Data Exchange service available
- ✓ Alarm Management available

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.

North America and Latin America Global Headquarters
Emerson Automation Solutions
6005 Rogerdale Road
Houston, TX, USA 77072
T: +1 281 879 2699

Europe
Emerson Automation Solutions
Unit 1, Waterfront Business Park
Dudley Road, Drierley Hill
Dudley, UK DY5 1LX
T: +44 1384 487200

Middle East and Africa
Emerson Automation Solutions
PO Box 17033
Jebel Ali Free Zone - South 2
Dubai, UAE
T: +971 4 8118100

Asia Pacific
Emerson Automation Solutions
1 Panda Crescent
Singapore 128461
T: +65 6777 8211

Find us in social media

in Emerson | DeltaV Automation Platform

▶ DeltaV SaaS SCADA

For more information:
www.Emerson.com/DeltaVSaaSSCADA

EMERSON