



For immediate release

Emerson Certifies Sales and Service Channel to Deliver Highest Level of Customer Support

Emerson Impact Partner Network includes 21 North American sales and service companies offering proven solution capabilities, local accessibility and consistent engineering practices that produce measurable business results

MINNEAPOLIS, MN (August 15, 2018) – Emerson announced today the launch of its Emerson Impact Partner Network representing the company’s highest level of customer support. This sales and service channel serves as an integral part of Emerson’s commitment to help process and industrial companies digitally transform their operations to help achieve Top Quartile performance – reaching the top 25 percent of peer companies across metrics critical to the business. Under this rebranded network, Emerson Impact Partner companies will operate as locally-accessible, singular points of contact for leveraging the full breadth of Emerson integrated solutions and expertise.

Formerly recognized as the North American Local Business Partner (LBP) network supporting Emerson’s Automation Solutions business platform, this exclusive sales and service channel constitutes Emerson’s highest value channel partner. The 21 current Emerson Impact Partner companies were awarded this status through a rigorous certification process of their facilities, procedures, engineers and local service professionals, as well as a demonstrated ability to support customer process optimization and performance improvement programs. Each partner was assessed in more than 50 certification paths to verify capabilities and compliance to Emerson standards.

Distinct from traditional manufacturer-to-third-party representative and distributor relationships, Emerson Impact Partners have a tightly integrated culture with Emerson and with each other that ensures consistent engineering practices and services across the Network to provide customers with the broadest, most responsive support organization in the industry. Combining local support with proven processes and technologies from Emerson ensures the appropriate

technical resources, methods and best practices are applied to deliver improved and measurable business results for Emerson's customers.

"Our customers appreciate consistent, high value-added services and support across the multi-site operations they run," said Frank deJong, president North America for Emerson Automation Solutions. "Many of them cite inconsistent local support as an industry-wide problem that leads to variability in project execution and operations. As the impact of digital technologies expand across the enterprise, Emerson and our Emerson Impact Partners are uniquely positioned through a focused, systematic approach to provide the expertise and solutions that drive peer-leading performance."

Emerson Impact Partners are the exclusive sales and service channel in North America for DeltaV™ control and safety systems and Plantweb™ digital ecosystem solutions. Emerson Impact Partners also supply and service Fisher™, Crosby™, Anderson Greenwood™, KTM™, Keystone™, and Vanessa™ valve and pressure management products. To support successful implementation and adoption of these technologies, the Emerson Impact Partner Network provides local access to global Emerson engineering services and expertise, as well as critical integrated outage services for the full scope of automation and control assets.

Each Emerson Impact Partner is a locally-owned business with a proven reputation for exceptional customer service and application knowledge, engineering and implementing innovative solutions, and 24/7 availability to respond to urgent customer needs. All Emerson Impact Partners have long-term collaborative relationships with Emerson – some spanning over 100 years – and the communities they serve, providing customers with reliable, innovative solutions, services and support.

"Our long-standing partnership with Emerson has enabled us to develop an organization that has the skills, experience and scale to deliver the value of Emerson technologies to our local customers regardless of their operation or location," said David Rizzo, president of Northeast Controls, an Emerson Impact Partner.

The value of the integrated Emerson Impact Partner Network is clearly demonstrated when specialized expertise is required to augment project implementation or operational improvement teams. All members of the Network have direct access to the best available resources for

everything from operational performance diagnosis to project engineering to maintenance and repair services. Additionally, each Emerson Impact Partner can seamlessly leverage the vast network of locally managed inventory and readily available OEM parts and products, ensuring fast and efficient order fulfillment.

“Most of our customers are embarking on a digital transformation journey to enhance the profitability of their operations” said Mike Train, executive president of Emerson Automation Solutions. “To help these digital strategies realize the potential returns, many companies know they need a trusted partner to recommend pragmatic approaches to improve performance and reduce implementation risk. The unique combination of the strengths we and our Emerson Impact Partners provide truly delivers significant value in that respect.”

Emerson Impact Partner Network facts:

- First relationship established in 1913
- Serving all states and provinces in the United States and Canada
 - 167 Service Centers
 - 19 Educational Service Centers
- More than 5,000 local personnel and growing
 - 2,300+ sales resources
 - 1,400+ systems engineering and field service resources

For more information about Emerson Impact Partners, go to
www.Emerson.com/EmersonImpactPartners

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About Emerson

Emerson (NYSE: EMR), headquartered in St. Louis, Missouri (USA), is a global technology and engineering company providing innovative solutions for customers in industrial, commercial, and residential markets. Our Emerson Automation Solutions business helps process, hybrid, and discrete manufacturers maximize production, protect personnel and the environment while optimizing their energy and operating costs. Our Emerson Commercial and Residential Solutions business helps ensure human comfort and health, protect food quality and safety, advance energy efficiency, and create sustainable infrastructure. For more information visit Emerson.com.