

Emerson Network Power Wins Frost & Sullivan Award for UPS Service in Australia

Sydney, Australia, November 9, 2011 Emerson Network Power, a business of Emerson (NYSE:EMR) and a global leader in protecting and optimising critical infrastructure, was recognised at the 2011 Frost & Sullivan Australia Excellence Awards as the UPS Service Provider of the Year.

The award is indicative of Emerson Network Powers long-standing commitment to Business-Critical Continuity, offering technical support and preventive maintenance to protect businesses from equipment downtime.

"Selling equipment is only half of the protection equation," said David Scott, managing director of Emerson Network Power in Australia and New Zealand.

"Having the ability to service that equipment whenever and wherever it is needed is vital to maintaining the systems availability for our customers. Our service delivery is second to none.

Customers from some 70 countries around the world trust Emerson Network Power services to minimise critical system emergencies and interruptions. The company maintains the largest technical support and customer response system in the industry, with more than 2,800 factory-trained and company-employed service professionals. Emerson has 267 service centers across the globe, ready to assist 24 hours a day, every day of the year.

We keep the operations of the Fortune 500 running, a capability that we have extended to Australia in the last 40 years, added Ben Graham, service director for Emerson Network Power in Australia. Our business is as much about service backed by our national network of engineers and consultants as it is about product.

The following Service offerings from Emerson Network Power underscore the importance of maintaining UPS units for longer shelf life and optimal uptime:

1. Installation and Startup

o Provides convenience, availability and low total cost of ownership (TCO). This service ensures equipment is properly installed and optimised by Emerson Network Power technical specialists.

2. Standard

Warranty

o

Standard

two-year warranty for products covers the repair or replacement of defective units, prompt service, next business day delivery, one-way shipping coverage and battery warranty.

3. Extended

Warranty

o

A

risk-free, low-cost approach to protect equipment and extend its useful life.

4. Power

Assurance Package

o

A

worry-free power protection solution for customers' network power requirements.

It bundles a number of key service elements and combines the best UPS in the business with the industry's premier service capability to offer convenience, information and increased uptime for five years.

5. Preventive

Maintenance

o

This

program maximises the reliability and performance of power systems and provides total peace of mind. Emerson Network Powers trained and certified technicians will implement this service through the use of proper tools and genuine parts to ensure longer system reliability.

For more information on Emerson Network Powers Service offerings, visit <http://www.emersonnetworkpower-partner.com/GS-Service-Offerings/default.aspx>.

The Frost & Sullivan Awards are presented to companies that demonstrate excellence in the industry, based on the commitment and innovative business strategies required to advance and excel in the competitive Australian market. Award recipients like Emerson Network Power were selected based on their market performance, including market share leadership, revenue growth and degree of product and service innovation displayed over the past year. For more information on the awards and this year's full set of winners, visit <http://www.frost-awards.com.au>.

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Emerson

Network Power, a business of Emerson (NYSE:EMR), protects and optimizes critical infrastructure for data centers, communications networks, healthcare and industrial facilities. The company provides new-to-the-world solutions, as well as established expertise and smart innovation in areas including AC and DC power and renewable energy, precision cooling systems, infrastructure management, embedded computing and power, integrated racks and enclosures, power switching and controls, and connectivity. Our solutions are supported globally by local Emerson Network Power service technicians. Learn more about Emerson Network Power products and services at www.EmersonNetworkPower.com.

About Emerson

Emerson (NYSE: EMR), based in St. Louis, Missouri (USA), is a global leader in bringing technology and engineering together to provide innovative solutions for customers in industrial, commercial, and consumer markets through its network power, process management, industrial automation, climate technologies, and tools and storage businesses. Sales in fiscal 2011 were \$24.2 billion. For more information, visit www.Emerson.com.