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Supporting You Globally
- 2,500 Services & Support employees globally
- $100 million in exchange inventory
- Ten remote support centers globally
- Eighteen remanufacturing and repair centers globally
- Nine parts exchange hubs globally
- More than 300 dedicated distributors supporting you globally, with over 1,500 locations
- Flexible service agreements that are easy and cost-effective to implement

Visit the Rockwell Automation Support Center at www.rockwellautomation.com/knowledgebase for technical information and assistance, plus:
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Meet Your Everyday Technical Needs
Remote Support & Monitoring
- Real-time product, system and application level support
- Unlimited online resources and tutorials
- Live chat and support forums
- Server equipment remote monitoring and diagnostics

Training Services
- Instructor and self-paced computer-based courses
- Virtual classrooms
- Training assessments
- Workshops and job aids

Onsite Services
- Embedded engineering
- Preventive maintenance
- Modifications and overhauls
- Start-up and commissioning

Repair Services
- Product remanufacturing
- Repair services on a full range of industrial automation brands and products
- Annual maintenance agreements

Visit the Rockwell Automation Services & Support Global Support, Local Address, Peace of Mind.

Rockwell Automation Services & Support
Global Support. Local Address. Peace of Mind.

Providing the resources you need, when and where you need them, Rockwell Automation has an integrated, global network of ISO-certified repair centers, exchange hubs, field service professionals, IACET-recognized training centers, certified technical phone support centers and other back-end services.

www.rockwellautomation.com/go/services

Maximize Your Automation Investment

MRO Demand Management
- Comprehensive asset management services
- Reliability services
- Equipment troubleshooting
- Guide access to global spare parts inventory

Network Security
- Control system lifecycle services
- Manage network convergence
- Security technology products and services

Safety Services
- Safety assessments and remediation
- Safety design, integration and validation services

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How Much Downtime Can You Afford?

Average Impact of Unscheduled Downtime is $20 Billion, or almost 5 percent of production in the process industries.

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Meet Your Everyday Technical Needs

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• Unattended online resource access
• Line of sight support features
• Secure equipment monitoring, alarming and diagnostics

Training Services

• Instructional and computer based courses
• Virtual classrooms
• Training assessments
• Workshops and job aids

Onsite Services

• Embedded engineering
• Preventive maintenance
• Improvements and enhancements
• Start up and commissioning

Repair Services

• Product remanufacturing
• Repair services on a wide range of industrial automation systems and software
• Annual maintenance agreements

Maximize Your Automation Investment

An integrated, scalable asset optimization portfolio

• Comprehensive asset management planning
• Reliability services
• No hunt trading
• Guide access to global spare parts inventory

Network & Security Services

• Control system lifecycle services
• Manage network convergence
• Security technology, policies and procedures services

Safety Services

• Safety assessments and remediation
• Safety design, integration and validation services

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Power, Control and Information Solutions Segment

Aerospace / Rockwell Automation, 1000 South Road, Middletown, NY 10940 TEL: (845) 438-3400, FAX: (845) 438-4486

Energy/Water: Foxx-Phoenix Rockwell Automation 85 Pageau Drive, 36 North Haven Blvd. Tel: 203-234-5600 Fax: 203-234-5605

Asia Pacific: Rockwell Automation, Level 6, ConCath Centre, 199, Copley Road, Shenzhen, 518007. Tel: (86) 755-388-2900, Fax: (86) 755-269-1048

Asset Management Services

Improve Your Reliability and Bottom Line Performance

www.rockwellautomation.com
Rockwell Automation Asset Management Services

For companies challenged with reducing production costs, Rockwell Automation Asset Management Services offer comprehensive optimization strategies and services to maximize your automation investment. Our asset management solutions are designed to increase reliability, reduce downtime. Our comprehensive portfolio of services, based on in-depth knowledge of your plant floor to help you optimize your automation infrastructure on your timetable and within your budget.

“A Parts Management Agreement ensures normal operation of equipment across our facilities, reduces the risk of wide-spread production stoppage, and helps us save significantly on equipment and maintenance expenses.”

A Leading Diesel Engine Manufacturer

“Rockwell Automation has supported us from 68 percent to 98.6 percent, increased inventory accuracy and reduced maintenance costs. ”

A Leading Heavy Equipment Manufacturer

“Reduce Downtime and Improve Profitability

As a manufacturer, you require flexible, scalable asset management solutions for the entire plant floor. We have a proven methodology to create a customized asset management strategy that will help you avoid downtime, ease staffing burdens and get back online quickly with minimal impact on production.

Our goal is to be your reliability service provider. By helping you streamline your MRO practices specifically as much as 25 percent while improving plant productivity and performance. The Rockwell Automation Asset Management Process

Step 1: Evaluate
Identify critical areas and potential drivers of downtime. Review historical data to identify trends and opportunities. Establish clear, measurable goals and improvement targets.

Step 2: Design
Develop a plan to achieve the targeted goals. This includes selecting the appropriate tools and processes to drive the improvement. Ensure the plan is comprehensive and includes all necessary aspects of the improvement effort.

Step 3: Implement
Implement the selected tools and processes to achieve the targeted goals. This includes ensuring all necessary resources are in place and that the plan is executed as planned.

Step 4: Measure & Optimize
Monitor the results of the improvement efforts and make necessary adjustments to ensure the targeted goals are achieved.

Rockwell Automation has a proven methodology to create a customized asset management strategy that will help you avoid downtime, ease staffing burdens and get back online quickly with minimal impact on production.

“Overall Equipment Effectiveness (OEE)

is uptime from 75 percent to 85 percent, while centered maintenance, and have increased ”

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A Leading Heavy Equipment Manufacturer

“We’ve sharpened our focus on reliability- centered maintenance, and have increased ”

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A Leading Heavy Engine Manufacturer

“Through our six-step methodology we have helped our customers reduce downtime from 75 percent to 85 percent.”

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Improve Your Reliability and Bottom Line Performance

Meet Your Everyday Technical Needs

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- Unattended online resource monitors
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- Server equipment monitoring, alarming and diagnostics

Network Support & Security
- Network Performance Management
- Secure access to global systems

Training Services
- Instructional and computer based coursework
- Virtual classrooms
- Training assessments
- Workshops and job aids

Outsourced Services
- Embedded engineering
- Preventive maintenance
- Maintenance and service
- Start up and commissioning

Repair Services
- Product remanufacturing
- Repair services for a wide range of industrial automation hardware and software
- Annual maintenance agreements

Maximize Your Automation Investment

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