

REMOTE SUPPORT SERVICES **PRIORITYCONNECT™ SYSTEMS SUPPORT**

Receive Troubleshooting On Your Discrete Automation or Process Automation Systems from Senior System Engineers – Now available through TechConnect™ Support

PriorityConnect Support is now PriorityConnect Systems Support – the highest level of service offered through TechConnect Support. PriorityConnect now provides an integrated, single point of ownership for supporting Rockwell Automation controls systems.

When you call for support, you are now offered two main options – Discrete Automation Systems or Process Automation Systems support. Your call will then be routed to a select group of Senior Systems Engineers, experienced in supporting your Rockwell Automation systems. This group will own your case from your first call to the final resolution of your issue.

Benefits and features of PriorityConnect Systems Support:

- Highly experienced team of engineers with training and systems experience across the entire Integrated Architecture for both Process and Discrete Systems
- Process support at a *systems* level provided by process engineers
- Priority case handling by Senior Systems Support Group with proactive case resolution follow-up
- Unlimited On-line Support Requests
- Access to hundreds of other support engineers as needed
- Use of on-line remote diagnostic tools
- Access to otherwise restricted TechConnect Knowledgebase content
- Technical Reference Library DVD
- 24x7x365 phone support coverage upgrade option

PriorityConnect contracts purchased prior to October 1, 2007 are entitled to all of the above benefits and features.



If You Have Discrete or Process Automation Systems, PriorityConnect Systems Support Will Meet Your Support Needs:

- Highly complex or mission critical processes requiring an immediate support response
- Lack of internal or local support resources to troubleshoot issues at the device level
- Lack of internal or local support resources to troubleshoot issues after normal working hours
- Process system specific cases