Process System Lifecycle Support

LIFECYCLE IQ™ Services
by ROCKWELL AUTOMATION

Improve system performance, simplify support and maximize return on your process automation investment

Your process control system plays a critical role in keeping production moving. Yet support responsibilities can become scattered across providers, contracts, teams and handoff points throughout the system lifecycle. That complexity can slow decisions, increase operational risk and pull teams away from the work that drives performance.

As you may have experienced, automation lifecycle challenges can extend far beyond startup:

Fragmented support

Multiple teams, contracts and support contacts can make it harder to find answers and maintain clear accountability.

Knowledge loss during transition

Critical project and system context can be lost as responsibility moves into operations.

Reactive support engagement

Immediate issues can consume resources, leaving less time for system-health reviews and lifecycle planning.

Limited expertise and visibility

Plant teams may have limited access to specialized expertise and a fragmented view of system health, cybersecurity-related risks and future priorities.

THE CHALLENGE

When support is fragmented, teams spend more time searching for answers and less time driving results. Small issues can escalate into greater risks to uptime, cybersecurity and long-term system performance.

One coordinated support strategy. More confidence across the lifecycle.

Maintaining a process automation system requires more than resolving issues as they arise. Process System Lifecycle Support provides coordinated lifecycle support for PlantPAx® environments. It connects technical support, system health insights, cybersecurity-related services and lifecycle planning. This proactive approach helps protect uptime, reduce risk and maximize the long-term value of your PlantPAx system investment.

BEFORE	AFTER
Multiple support contacts	**One coordinated support experience**
Disconnected service teams	**An integrated lifecycle support approach**
Reactive issue response	**Proactive lifecycle management**
Project handoff challenges	**A seamless transition into support**
Limited system visibility	**Actionable system insights and lifecycle reviews**
Higher administrative burden	**Simplified support engagement**

A lifecycle approach built around your operation

SUSTAIN

Maintain day-to-day operational continuity with access to technical expertise and remote support.

PROTECT

Strengthen system care through health checks, patching and vulnerability assessment.

PLAN

Use system insights and coordinated lifecycle reviews to prioritize maintenance, optimization and future lifecycle actions.

A COORDINATED EXPERIENCE

Process System Lifecycle Support brings together technical support, system administration, cybersecurity-related services and lifecycle planning into **a more connected experience**. Aligning these activities helps simplify your team's engagement and **turn system insights into informed lifecycle decisions.**

Support entitlements

The support model brings together lifecycle services that address common operational, maintenance and cybersecurity challenges. Your Rockwell Automation representative can help confirm the specific scope, availability and agreement details for your system.

ENTITLEMENT	HOW IT HELPS
Technical System Support	**Resolve issues faster and augment internal resources.** Access to experienced technical resources for advanced troubleshooting, incident support, diagnostics and alarm review, agreed administration and configuration activity, minor in-scope modifications.
PlantPAx® Health Check	**Improve visibility into health and performance.** Annual structured review of the supported PlantPAx system evaluating key system-health and performance indicators, delivered with an expert review session, prioritized findings and an improvement roadmap.
OT Cybersecurity Vulnerability Assessment	**Identify vulnerabilities and prioritize remediation efforts.** Technology-based assessment of assets and potential vulnerabilities in the agreed OT environment, with executive findings, current-state observations and prioritized remediation guidance.
Lifecycle Coordination and Recurring Reviews	**Align support activities with long-term lifecycle goals.** Recurring reviews of support activity, system insights, open actions and future priorities, connecting service performance to maintenance, optimization and lifecycle planning.
On-Demand Onsite Support (Optional)	**Bring qualified expertise onsite when needed.** Qualified automation professionals on-site for investigation, troubleshooting, maintenance and recovery support, including escalation from remote support and documented findings.
FactoryTalk® Patch Management (Optional)	**Keep software current while reducing administrative burden.** Managed evaluation and application of agreed patches to covered FactoryTalk and PlantPAx software, with assessment, maintenance-window scheduling and status reporting.

How Process System Lifecycle Support works as one connected model

- Integrate technical support, managed services, lifecycle expertise and on-site resources through a coordinated support model.
- Identify and reduce operational risks with proactive monitoring, system administration, patch management and vulnerability assessments.
- Leverage expert guidance, lifecycle reviews and strategic planning to improve reliability and support long-term performance of your process automation system.

Reduce support complexity. Improve visibility.

Help your teams stay focused on uptime, resilience and performance

Continuity

- Preserve critical project and system context after handoff
- Establish support readiness before operational responsibility transitions
- Carry project knowledge into ongoing operations and lifecycle support

Confidence

- Improve visibility into system health and cybersecurity priorities
- Use specialized expertise and recurring insights to clarify next actions
- Make informed maintenance and lifecycle decisions aligned with operational needs

Coordination

- Bring agreed support and lifecycle services together through one engagement model
- Connect support activities, findings, open actions and priorities
- Reduce the effort required to coordinate multiple teams and services

Protect the value of your automation investment

Visit our webpage or talk with your Rockwell Automation representative about how Process System Lifecycle Support can simplify support, reduce risk and help protect lifecycle performance.

Rockwell Automation

Connect with us.

rockwellautomation.com — expanding **human possibility**®

AMERICAS: Rockwell Automation, 1201 South Second Street, Milwaukee, WI 53204-2496 USA, Tel: (1) 414.382.2000
EUROPE/MIDDLE EAST/AFRICA: Rockwell Automation NV, Pegasus Park, De Kleetlaan 12a, 1831 Diegem, Belgium, Tel: (32) 2663 0600
ASIA PACIFIC: Rockwell Automation SEA Pte Ltd, 2 Corporation Road, #04-05, Main Lobby, Corporation Place, Singapore 618494, Tel: (65) 6510 6608
UNITED KINGDOM: Rockwell Automation Ltd., Pitfield, Kiln Farm, Milton Keynes, MK11 3DR, United Kingdom, Tel: (44)(1908) 838-800

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