Why Rockwell Automation® Services?
Tailored Services Help You Solve Critical Manufacturing Issues

Are you under pressure to maximize productivity and minimize operational risk? You are not alone. Advances in technology are transforming the plant floor, and you are challenged to keep up. Your ability to support, maintain and keep your current systems running optimally - while also equipping your workers for success - is critical. And we have you covered.

Rockwell Automation has been committed to serving our customers for more than 114 years. Through innovation, domain expertise and a culture of integrity and corporate responsibility, we offer the technology-specific expertise you need, adding value to your solutions throughout the lifecycle of your investment.

Whatever your challenge, Rockwell Automation Services can tailor a solution to suit your needs. Our more than 2,600 service professionals average more than 13 years of experience, with deep domain expertise across a broad range of industries. We are proud to serve customers in more than 80 countries, with a combination of remote support centers, ISO-certified repair centers and more than 200 training courses to keep not only your operations, but also your employees performing at their best.

You can rely on Rockwell Automation for:

- Our global network of **700+ factory-trained** field service professionals
- ISO-certified repair centers in your region
- IACET-recognized training centers and over **200 training courses**
- Certified technical phone support centers and online tools
Addressing Your Top Challenges

The challenges you face can vary by day, location and industry. You may have a skills gap looming on the horizon in one plant or region, and need to improve safety in another.

You may need to optimize performance of certain assets or an underperforming plant. Or you may be seeking to modernize technology across all of your sites.

We can help you leverage the capabilities of The Connected Enterprise to address some of the top manufacturing challenges today.

Advanced technology used in today’s manufacturing environments have “upskilled” many of the jobs available. What’s more, the workforce is aging – and resident knowledge is often lost as these workers retire. The infrastructure in many plants is outdated – and more prone to unscheduled downtime.

In addition, downtime costs have escalated – and companies are under pressure to improve productivity and address aggressive capacity demands. These factors make operational efficiency and the containment of MRO expense critical.

At the same time, manufacturers must respond to increasing environmental regulations and mandates around safety and other risks on the plant floor. You may also be on high alert for cyber security breaches and threats to physical infrastructures.

To take advantage of the latest advances in mobility, artificial intelligence and other smart technologies – and capture the true value of Big Data – you must first address the challenges around the convergence of operations technology and information technology.
How We Help You

We can help you identify the risks and opportunities in your specific industry or application, and how you are benchmarked against your peers. We work with you to determine which services will deliver value for your organization, based on your priorities and objectives.

No matter what specific services we apply – our focus is clearly centered on delivering customer value. At a high level, across all industries, we find that there are four business values that are the most important:

- Faster Time to Market
- Lower Total Cost of Ownership
- Improved Asset Utilization
- Enterprise Risk Management

We help you meet these key business drivers – and prepare for the future of Smart Manufacturing – through our vision of The Connected Enterprise. The Connected Enterprise delivers value through tighter integration between industrial assets on the production floor and the rest of the enterprise value chain. This tighter integration requires secure networks and accessible data that can be managed under a common system. It also contextualizes data from the production environment to turn it into information that can be shared:

From the plant floor across the enterprise … and from suppliers to customers.
Our Services offerings leverage the capabilities of The Connected Enterprise to address some of the most compelling manufacturing challenges today.

Some of the ways we can help include:

- **Prepare for the future** of Smart Manufacturing through The Connected Enterprise, which delivers value by integrating your industrial assets with the rest of your supply chain
- **Train workers and augment your workforce** to manage knowledge transfer and develop new skills to enable IT/OT convergence and take advantage of new technology
- Prepare for **people and asset safety** with assessments, engineered offerings, pre-engineered solutions and a remote audit-and-tracking service to confirm people follow proper procedures
- Go beyond a keep-it-running mindset and make the most of your production infrastructure with **asset and plant optimization services**
- Tap new and expanding **information infrastructure and security** services to better define, design, deploy, manage and monitor the right network infrastructure for your plant

Choose the **solutions** that are tailored to your industry or application
Product and Application Lifecycle Support

Customize Your Level of Support to Keep You Running at Peak Efficiency

If your equipment goes down, how prepared are you to recover quickly? Most companies require some level of outside support, especially as they contend with skills shortages, obsolescence risks and increasing operational complexity.

Our product and application support services give you access to highly trained engineers and replacement parts when you need them.

Our cost-effective, scalable lifecycle support options include:

- **On-Demand Support** to address your top challenges and fill skills gaps
- **Integrated Support** to stay productive and positively impact your daily operations
- **Managed Support** for customized options that improve performance

Our tiered offerings provide the right level of support to meet the needs of your business.

Support *where* and *when* you need it...
Our scalable services packages give you greater flexibility in meeting your unique business goals, operational needs or budgetary constraints:

**On-Demand Support**
Sometimes you need limited support on an as-needed basis. Choose our On-Demand Support to address your most pressing challenges, right when you need it.

**Integrated Support**
Outside support can be especially effective when it works with your workforce. Our Integrated Support is seamlessly woven into your day-to-day operations to help reduce and prevent downtime. Support can be delivered remotely or on-site, and tailored to your needs.

**Managed Support**
Customize your support to supplement your on-site staff. We can help you boost productivity, optimize system performance and improve uptime.

A global mining company used Application Support to provide 24/7 engineering support across its operations. This has helped the company save more than 50 hours of downtime per year – equivalent to about $1.1 million annually.

**BENEFITS**
- Faster downtime recovery
- Cost-effective off-shift support
- Lower maintenance costs
- Better visibility to asset obsolescence
- Easier replacement part access

“Rockwell Automation comes with specialist support and advice on issues and possesses the knowledge to quickly find and correct problems.”

Scott Wassell
Mechanical Engineer, ArcelorMittal
Workforce Support and Training

Escalating Value. Empowering Your People.

It’s a challenge felt around the world: aging workers are leaving the workforce and being replaced by less experienced, early career workers who will need training to understand the technologies that are reshaping your operations.

In fact, nearly 3.5 million manufacturing jobs will likely need to be filled from 2015 through 2025. Yet, the skills gap is expected to result in 2 million of those jobs going unfilled.¹ And according to PwC, more than half of industrial manufacturing CEOs intend to hire more people, but 74% are worried about the shortage of key skills.²

¹ The Skills Gap in U.S. Manufacturing and Beyond. The Manufacturing Institute and Deloitte, February 2015
² PwC 18th Annual CEO Survey, 2015

“Having Rockwell Automation as a collaborator gives us a level of comfort knowing we can count on them not only to troubleshoot issues, but help all plant personnel be able to understand and identify the issue in the future.”

Engineering Manager
Medium-Size Food Company
The global skills gap threatens to increase plant downtime and slow speed to market. That’s why, now more than ever, workforce support and training is key to your success. We provide services to empower your people and extend the reach of your team at whatever level you require.

Occasionally or frequently, you may encounter situations that need technical expertise outside the scope of your workforce.

- **Remediate** those situations – and minimize unplanned downtime – with easy access to our skilled engineers, who are available to assist you in the field on an “as needed” basis. Or supplement your staff with cost-effective online or phone support.
- **Enable** your workers – and bridge the skills gap – with our comprehensive suite of on-site training, virtual classroom and eLearning opportunities designed to improve skills at any level. We assess your needs, and then provide training using an approach that works best for you.
- **Supplement** your internal capabilities both offsite and on with the help of our subject matter expertise. Choose from offerings that range from start-up support to comprehensive service agreements.
- **Optimize** your operations by maximizing workforce productivity. Our services are designed to help you combine data analytics and resource planning – so you can optimize performance. Services also include tailored training to fill any identified skill gaps.

“The training services from Rockwell Automation provided us a consistent way to learn. **Our technicians can better use our hardware and software, directly impacting our overall efficiency.”**

Maintenance Manager
Hot Strip Mill Plant in South America

**BENEFITS**

- Improve skills at any level
- Accelerate response to urgent needs
- Match timelines and budgets
- Implement globally or multilingually

---

**On-call 24/7**
**Global Reach**
**96% Customer Satisfaction Rating**
People and Asset Safety

Protect Personnel and Critical Assets

Safety is becoming more and more a critical expectation on the plant floor. You need to evaluate your workplace for potential safety hazards, achieve compliance with global safety standards and use improved processes and technologies that will help protect your employees and critical assets from harm.

Comply with Standards. Reduce Risk. Optimize Production.

Hazardous Energy Control  Electrical Safety  Machine Safety
To help you meet production needs safely and achieve regulatory compliance, we offer a complete set of safety services designed around hazardous energy control (including lockout/tagout procedures), electrical safety (including arc flash assessments) and machine safety. We can help by using our solutions in remediation type processes. These services can be provided as consultative assessments, engineered offerings, pre-engineered solutions, and a remote audit and tracking system where we can track whether a given plant or location is adhering to the safety procedures.

**Hazardous Energy Control** provides you with comprehensive lockout/tagout solutions so you can proactively manage employee safety while optimizing production efficiency.

**Electrical Safety Services** help manufacturers plan ahead so they can comply and perform routine maintenance without risking productivity. Our Arc Flash Analysis helps identify issues that could lead to an arc flash or blast.

**Machine Safety Services** use a clearly defined process to help improve safety by identifying the steps that are required to assess and mitigate machinery risks. With an assessment, we help to evaluate plant risk and support well informed decisions that can improve employee and machine safety. Our thorough review of design and the application of devices can improve overall safety. We can help you verify that systems are operating within defined parameters and standards.

**Program Lifecycle Management and Validation** follows the safety lifecycle approach, which begins with the identification of risks or hazards. After we help you specify system requirements, and design, install and validate your safety system, you can focus on maintenance and continuous improvement of the system. The lifecycle model is designed to help protect your investment and maintain the integrity of your safety system.

---

**SAFETY LIFECYCLE**

1. **Assessment**
2. **Safety Functional Requirements Specification (SFRS)**
3. **Design and Verification**
4. **Installation and Validation**
5. **Maintenance and Improvement**

Rockwell Automation delivered a lockout/tagout solution for an automotive industry supplier that lacked the personnel and expertise to sustain a LOTO program on its own. The solution resulted in:

- Increased productivity through decreased LOTO times
- Reduced exposure to fines
- A safer environment for employees
- Established the need and knowledge for annual audits
Asset and Plant Optimization

Improve Operational and Financial Performance with Data-Driven Services

While working to enable a Connected Enterprise, you must figure out how to get the most out of an aging infrastructure as downtime costs continue to rise. You may be challenged to find support on the plant floor for ongoing maintenance needs, face greater complexity in spare-parts management and an increased risk of losing vital expertise.

An effective asset management strategy can help you improve equipment availability, boost OEE, and reduce your maintenance, repair and operations spend on a day-to-day basis. Our asset management services can help you get the most from your operations, proactively address downtime issues and help manage risks.

Rockwell Automation Service Offerings

Inventory Services
Asset Modernization
Asset Performance Management
We do this by identifying process improvements, relying on our dedicated specialists and using technology innovations and comprehensive data analytics.

We can help you improve asset performance with asset modernization and inventory services that go beyond basic repair services. And our asset performance management services leverages analytics, alerts and alarms from intelligent devices to improve your asset availability.

**Inventory Services**
Do you have a buildup of unnecessary inventory or want to improve the reliability of your spare parts inventory? Our inventory services can help you:

- Have ready access to the right spare parts, when you need them
- Reduce your MRO costs and improve maintenance decisions with MRO demand management
- Improve your storeroom design and processes for continuous cost savings
- Provide comprehensive inspection and testing to ensure the integrity of critical spare parts

**Asset Modernization Services**
Modernization of legacy automation helps eliminate obsolescence risk and helps accelerate progress to The Connected Enterprise.

**Asset Performance Management**
Getting the most from your assets is no small task but now you can take performance to a new level. Our reliability tools, assessments and performance monitoring can help you get the most from your assets and identify issues before they materialize into downtime events. We use a scalable approach to service your performance and reliability demands.

---

**BENEFITS**

- Reduce costs and improve reliability
- Increase uptime, decrease inventory and enable access to critical spares
- Improve processes and maximize productivity
- Identify, support and modernize aging assets
- Leverage data to optimize maintenance processes and systems

“The ultimate lifecycle story of doing it right, rather than a knee jerk reaction.”

General Mills
Modernization planning project that reduced inventory up to 50%
The Convergence of Information Technology and Operational Technology

Globalization is driving a heightened focus on Smart Manufacturing. This initiative relies on modern technologies to improve the productivity and performance of your industrial operations, empowering you to be more competitive.

A Connected Enterprise is a smart and secure enterprise. We help you build a modern, secure and reliable information infrastructure to connect assets with people and information – and improve your operational performance.

Key to our approach is Converged Plantwide Ethernet (CPwE), which helps enable the convergence of information technology (IT) with operational technology (OT). This converged infrastructure features the use of standard Ethernet and Internet Protocol (IP) technology – and is the backbone of The Connected Enterprise.
As you move toward a Connected Enterprise, you may be challenged to integrate new technologies, improve reliability and speed of your network and maintain up-to-date protection against cyber and physical attacks. You may also need help identifying what parts of your network infrastructure need to be updated to support technology advances.

Through our services, we help you build a modern, secure and reliable information infrastructure to connect your assets with people and information, and improve your operational performance. We help you assess, design and build a secure infrastructure – and then help protect and maintain it.

**Infrastructure Development and Management**
- Build your secure infrastructure based on best practices for network assessment, design and implementation
- Leverage pre-engineered network solutions and Industrial Data Centers that deliver the network infrastructure to the plant floor
- Protect and maintain your infrastructure with managed security services, threat detection, infrastructure monitoring and 24/7 remote support

**Asset Performance Management**
- Manage your asset performance with device integration to the cloud, data collection and device health checks, notifications and alarms and 24/7 remote monitoring
- Manage your system performance through application monitoring, performance optimization, predictive maintenance and risk management

**BENEFITS**
- Multi-discipline application convergence
- Better asset utilization
- Common toolsets and skills/training
- Standard IT security technology, best practices, policies and procedures
- Seamless information sharing

**A PROACTIVE APPROACH TO INDUSTRIAL CYBER SECURITY**

**BEFORE**
- Identify & Protect
  - Asset Inventory Services
  - Vulnerability and Risk Assessment
  - Qualified Patch Management
  - ICS Security Zone and IDMX Segmentation
  - Industrial Security Countermeasure Deployment

**DURING**
- Detect
  - Real-Time Threat Detection Services
  - Remote Monitoring and Administration Services

**AFTER**
- Respond & Recover
  - Backup and Recovery Solutions
  - Incident Handling and Response
  - Incident Response and Disaster Recovery Planning Services

**BUILD A SECURE, ROBUST, FUTURE-READY NETWORK FOR YOUR CONNECTED ENTERPRISE**

A holistic approach to help you design, deploy, and manage your network infrastructure
For more information about how we can help you solve your unique business challenges, contact your local authorized Allen-Bradley distributor or Rockwell Automation sales office, or visit: rok.auto/services