



Product and Application Support Services

Maximize productivity and put your mind at ease with flexible industrial support



SUPPORT WHEN AND WHERE YOU NEED IT

Most companies today require some level of outside assistance to support their day-to-day operations.

How able are you to manage:

- The reliability of older equipment and access to replacement parts?
- The influx of new technologies and greater complexity?
- Higher industrial maintenance costs?
- Risks to your operations technology (OT) and industrial control systems (ICS)?
- A shortage of skilled workers?

Issues like these threaten to bring your operations to a halt. They can eat at your bottom line. And they can hinder critical asset performance.

That's why industrial companies turn to us. Our product and application support services cover the entire lifecycle of your automation systems. When you work with us, you gain access to our skilled engineering resources, industrial equipment repair capabilities, workforce augmentation and remote monitoring and analytics.



88%

of manufacturers report workforce attraction challenges and declining retention rates.

*The Future of Industrial Work, LNS Research.
March 9, 2023*

\$15K

per hour is the estimated average cost for plant downtime at a packaged food or consumer supplier. In some industries, it may be much higher.

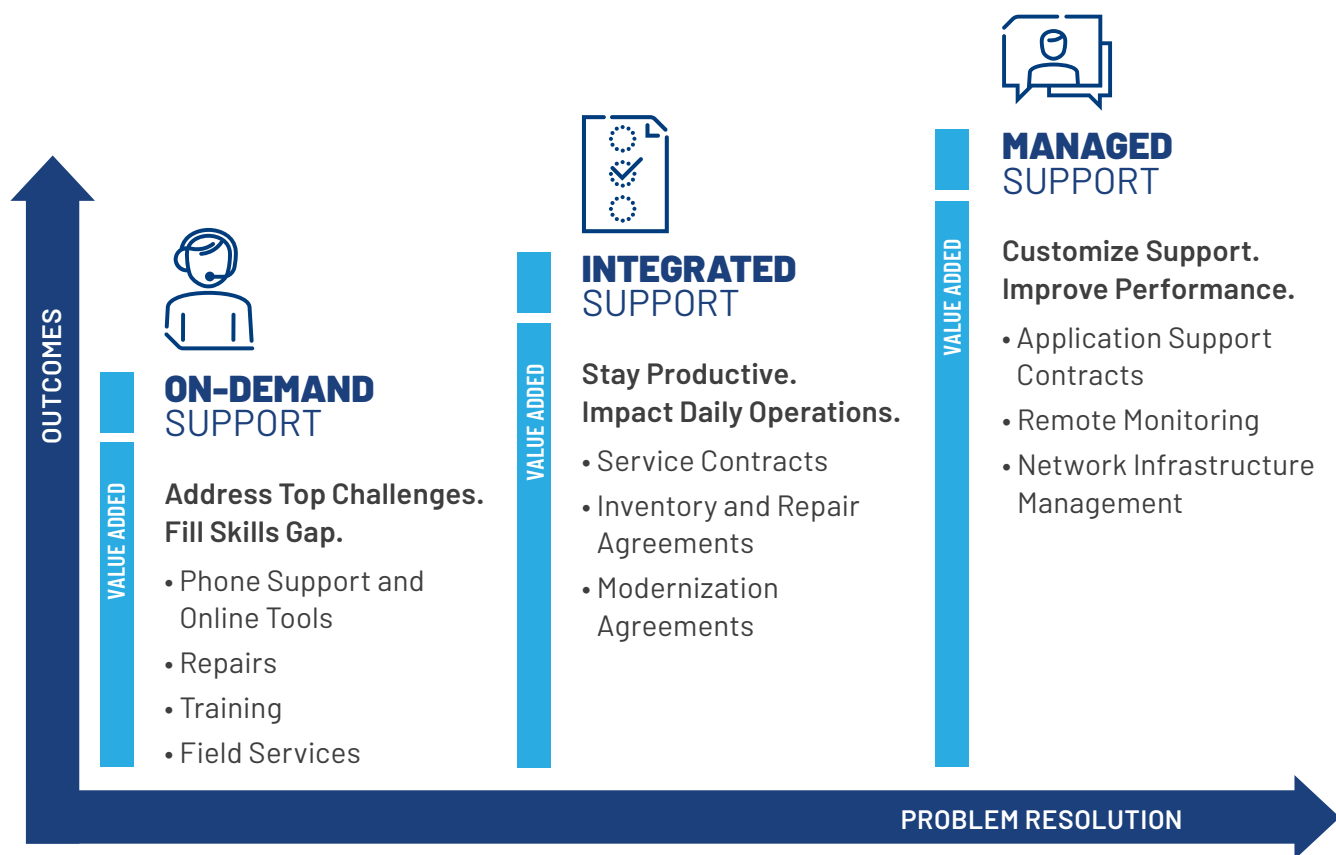
-ARC Advisory Group

**Rockwell
Automation
Supports You With:**

- 2,600+ service professionals
- 600+ field service engineers
- 75% first contact resolution for remote support
- 80+ countries supported
- 21 languages spoken



LIFECYCLE SERVICES SCALED TO YOUR REQUIREMENTS



Benefits

- Faster downtime recovery
- Cost-effective off-shift support
- Lower maintenance costs
- Easier replacement parts access
- Protect IT and OT assets and resources

ON-DEMAND SUPPORT

The support you need, when you need it

Our on-demand and self-service tools provide as-needed support to help you address your top workforce challenges and fill critical gaps in your operations.

Rockwell Automation TechConnectSM Support connects you with our skilled engineers and other resources.

- **Real-time phone and Live View SupportTM** can help you install or configure systems, and resolve technical issues
- **Firmware and software support** helps you stay current on updates and avoid crises
- **Online resources**, including live chat, the Engage online community forum, Knowledgebase and AR Digital Assist Library provide additional industrial support and are just clicks away

Field services bring our automation expertise to you. Our factory-trained engineers can help you with:

- Startups, special projects and peak workloads
- Industrial maintenance support
- On-site training
- Drive calibrations
- Grounding checks
- Equipment program backups

You can pre-purchase these services as a block of time, which gives you flexibility to use hours toward service whenever you need it.



Every Monday morning, I receive an email from Rockwell Automation notifying me of any software updates along with links to the Knowledgebase – an invaluable tool that allows me to search for solutions to specific problems I may encounter.

Systems Analyst,
Wastewater Treatment Plant

When I need assistance, I work with a dedicated, single point of contact who owns my tickets from start to finish.

Process engineer

Industrial repair services help you quickly and conveniently complete repairs, with quality service for over 200,000 items from more than 7,000 manufacturers. Our efficient workflows and experienced professionals get your equipment back up and running as quickly as possible. We also give you a comprehensive warranty on the entire unit, not just the repaired components.

Remanufacturing and exchange services help you get your automation assets back in service as quickly as possible.

- Remanufacturing services can restore your Allen-Bradley® assets to like-new or better condition. This allows you to extend the asset's life while potentially enhancing its performance
- Our remanufacturing facilities have ISO certifications and use the same high-quality parts, standards and specifications as the original manufacturing process
- Firmware updates are included on remanufactured products

- Remanufactured equipment includes a comprehensive warranty on the entire unit, not just the replaced/repaired components
- Exchange services can get you replacement parts in as quickly as one business day.

Repair+ service agreements enable a predictable repair spending amount with a single contract that simplifies the repair process and improves budgeting.

Extended warranties add up to four more years onto original factory warranties to help protect your operations and give you peace of mind. The additional protection can reduce the repair costs and durations of unexpected downtime events.

Instructor-led training gives you access to more than 200 courses that are aligned to specific job functions and focus on relevant job tasks. This allows you to match up training to your workforce's specific needs. Courses are conveniently offered virtually or at more than 300 Rockwell Automation and partner locations around the world.



Our remanufacturing facilities process approximately **500 products** every day.



INTEGRATED SUPPORT

Reduce downtime. Get ahead of risks. Stay productive.

Our integrated support services are designed to work with your workforce and are seamlessly woven into your day-to-day operations.

Inventory+ service agreements help to minimize your downtime risk by having critical spare parts – owned by Rockwell Automation – at your facility. A dedicated budget is included in the agreement to cover parts used from that inventory, or to repair inoperative parts with priority replenishment and faster turnaround time.

An **Integrated Service Agreement** provides the best of both worlds – value and priority services. By bundling key offerings instead of purchasing standalone contracts, you can save 20-30 percent over time. With three service tiers to choose from, you have one number to call with access to expert support and analytics-driven insights. Services

may include the following depending on the level of support needed:

- 24x7 remote system support
- Repair agreements
- Contract usage analytics and reports
- Field services (optional)
- Installed Base Evaluation™
- E-learning training (optional)
- Parts management (optional)

Remote monitoring and analytics provide visibility into critical asset performance and can help you drive improvements.

- Minimize risk while maximizing productivity with simple and secure remote access
- Gather information to make more informed decisions
- Access new tools and manage information to transform how you do business

By allowing Rockwell Automation to assume responsibility for our parts management and relying on their around-the-clock support services, **we're able to focus on productivity and uptime**, which speaks directly to the bottom line.

Maintenance Manager,
Major Food and Beverage Company

Modernization services help you manage risk to make sure that modernization projects are smooth and successful. We help you evaluate, plan and execute your modernization project.

- **Evaluate** – An Installed Base Evaluation™ identifies risks in your existing assets and opportunities for improving speed, quality and flexibility.
- **Plan** – Front-end engineering and design (FEED) surveys provide the scope, budget, total cost of ownership, implementation timeline and risk assessment for your project.
- **Execute** – We can help you implement your project in your preferred approach. And we can provide on-site support to troubleshoot and resolve issues as they arise.

Rockwell Automation helped keep us on schedule. It was one of the fastest and cleanest installations I've ever seen. Their knowledge of the issues facing our industry was extremely impressive and helped us countless times over.

*Plant Superintendent,
Utilities Facility*

Legacy support services help you manage your obsolescence risk and provide critical support for legacy equipment until you can modernize.

You can mitigate obsolescence risks today or we can help you manage them over time. This support can include spare-parts management, repairs and preventive maintenance.

Learning+ Training Subscriptions offer the flexibility and convenience of learning when and where you need it, on any PC or tablet. Access a combination of self-paced e-learning content and virtual in-class collaboration with instructors and labs, to learn how and when you want.

The upgrade was successfully carried out by a **dedicated Rockwell Automation team**, many of whom were stationed at the plant during the project.

*Superintendent for Process Automation Systems,
Metals Plant*



MANAGED SUPPORT

Comprehensive support that works toward your business goals

Our application support engineers are an extension of your team. We can help you boost productivity, optimize system performance and improve uptime.

Rockwell Automation Application Support engineering professionals provide expertise and 24x7x365 support on your complex or critical applications and systems that cannot afford to have unnecessary downtime.

- Improve asset utilization
- Maintain application availability and lower maintenance costs
- Enhance your operational productivity
- Supplement your technical workforce

Remote monitoring and analytics is a 24x7 service providing remote, near real-time monitoring of alarms, faults, warnings, device health, process variables and other events to help you proactively mitigate outages and failures. If an alarm is triggered, we'll contact you immediately and help you to resolve the issue, thereby minimizing or preventing potential downtime.

Application Support Results

99%

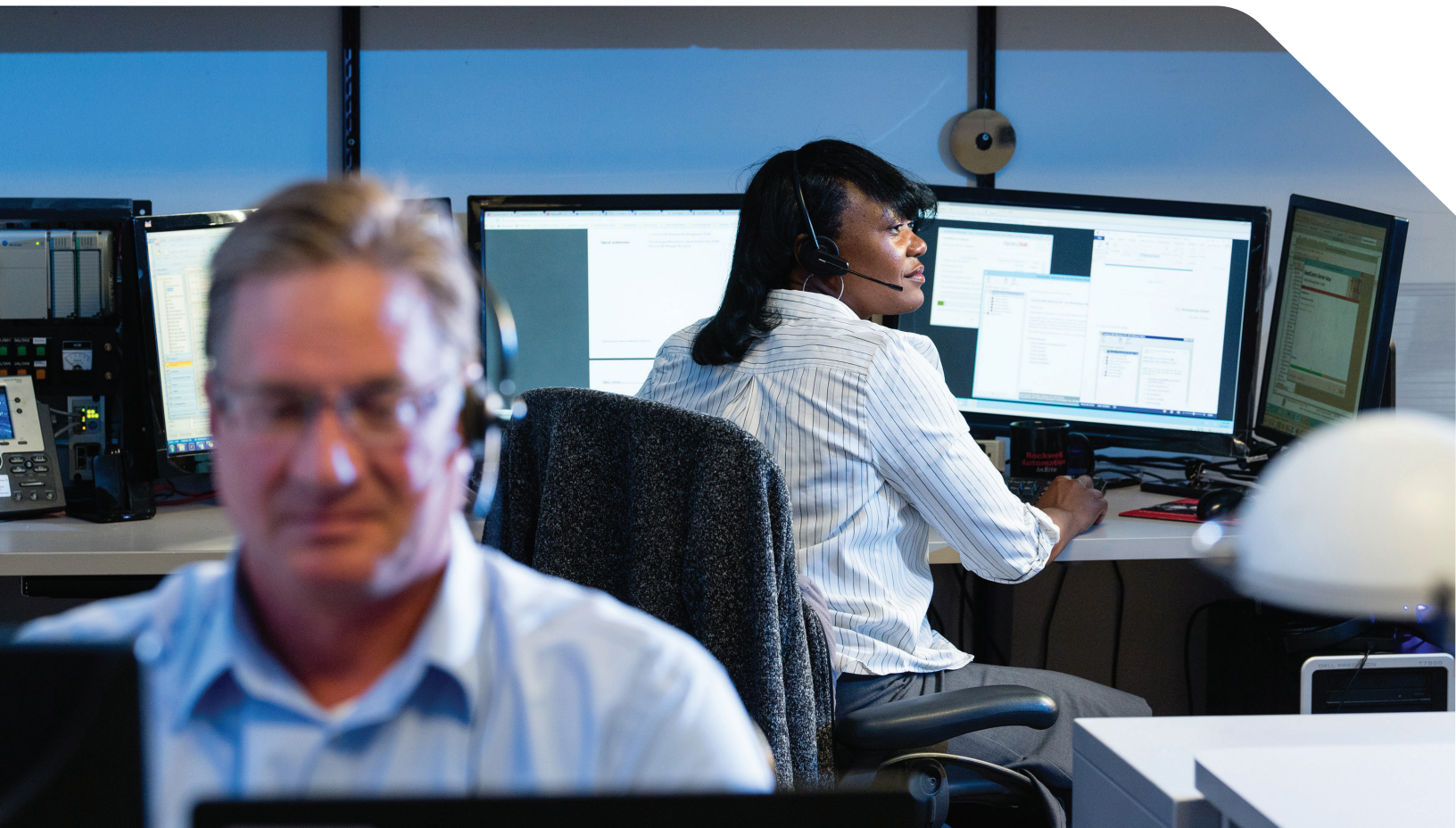
An airline parts warehouse improved inventory access to 99 percent

\$1.1m

A mining company annually saved \$1.1 million by reducing downtime

50%

A coating company reduced maintenance downtime by 50 percent



Network Infrastructure and Cybersecurity

Managed Services enable flexible and predictable budgeting, simplify reporting and help ensure compliance. Take advantage of a complete modern cybersecurity program, ready to help you stay far ahead of risks:

- Identify critical assets and risks
- Harden networks before cyberattacks happen
- Protect with continuous threat monitoring and real-time threat detection
- Improve your resiliency with a plan for response and recovery

The last time we had one of our wells trip offline, within five minutes they had a phone call telling them what broke, where to go look, and how to test it.

Facilities Engineer,
Oil and Gas Company

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

Mechanical Engineer,
ArcelorMittal

CUSTOMER SUCCESS STORY

Monitoring the Health of Medium Voltage Drives Helps Prevent Costly Downtime for Oil and Gas Company

Challenges

- Remote oil rig with 15 new PowerFlex® 7000 medium voltage drives in Gulf of Alaska
- Cost of downtime up to \$300,000 per day
- Critical asset downtime stops production
- Remote location made repairs and support difficult

Rockwell Automation Delivered Solution

- Remote support to monitor 15 PowerFlex 7000 drives
- Provided monitoring of speed, current, power and voltage
- 10 minute response to any alarm
- Highly skilled technical support engineers could go online with the drive to troubleshoot faults, analyze trends and make recommendations to prevent downtime

Results

- Detected/notified of four incidents in first two weeks
- Savings from avoided downtime has paid contract for several years



The support we get from the staff is **phenomenal**. It's like having someone continuously standing over your shoulder, constantly **pointing out potential problems and then letting you know how to correct them.**

Plant Engineer,
Building Products Company

The right expertise, at the right time.

Professional and managed services that expand your capabilities to help you achieve business outcomes.



DIGITAL THREAD

Connect business processes, systems, equipment and products with data

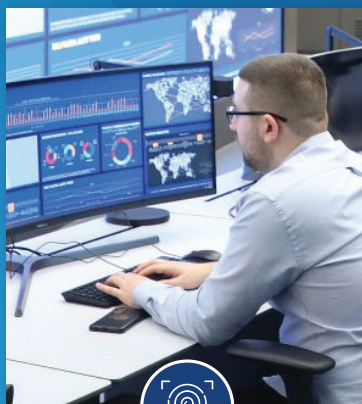
- Digital strategy & organizational change management
- Data science & artificial intelligence
- Manufacturing execution systems (MES)
- Product lifecycle management (PLM)
- Extended reality (AR/VR/MR)
- Supply chain management (SCM)
- Enterprise resource planning (ERP)



PRODUCTION AUTOMATION

Automate manufacturing and production operations

- Industrial automation control systems
- Distributed control systems (DCS)
- Power systems
- Drive systems
- Safety systems
- Custom/configured panel solutions



CYBERSECURITY & NETWORK INFRASTRUCTURE

Enable and secure industrial network connectivity

- Industrial cybersecurity
- Industrial network infrastructure & remote support
- Industrial data centers







ASSET OPTIMIZATION & WORKFORCE

Optimize performance of machines, equipment, systems and people

- Equipment repair & remanufacturing
- Asset & equipment inventory management
- Remote support & monitoring
- On-site & field services
- Safety solutions
- Training & learning

To learn 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/lifecycle**.



Connect with us.    

rockwellautomation.com

expanding **human possibility**®

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