

Global Solutions

Regional Technical Support – Oil & Gas Division



Site Support and Asset Management

When you're having operational difficulties, the main focus is how quickly you can return to being fully functional again. Having trained technicians on your team is extremely important, but even then, sometimes you need additional support.

The Regional Technical Support (RTS) team in the Oil & Gas Division at Rockwell Automation understands your needs when it comes to supporting your business, process safety, or mission critical applications in the oil and gas industry. We focus on attaining and maintaining the highest possible availability and reliability for your installed base, no matter where you are located. We provide a complete support service for Rockwell Automation® process safety systems as well as third-party equipment using skilled offshore-qualified support engineers.

Support Services



24 Hour Remote Telephone Support

Access to qualified remote support engineers 24 hours a day/ 7 days a week / 365 days a year

First line support is provided by locally based engineers backed by the global RTS team



Emergency Call Out Support

Deploy a Rockwell Automation® process safety engineer to your location within a pre-agreed time frame

Supports both Rockwell Automation® process safety products and third-party hardware and software



Spares and Repairs Service

Attain spares and repairs service for ICS® Triplex® legacy products as well as other Rockwell Automation® process safety products



Planned Maintenance

Maintain the highest safety standards with a tailored, site specific healthcare agreement that includes planned maintenance and support options, parts management and other support options



Installation and Commissioning

Allows you to keep your team focused on the daily operations while Rockwell Automation® engineers deploy your new system

Supports both Rockwell Automation® process safety products and third-party hardware and software



Third-party Support

Maintain all systems with one vendor that supports Rockwell Automation® equipment and third-party equipment

Reduce administrative costs with a bespoke one stop support service



System Updates

Support system efficiency for the lifetime of your system hardware and firmware with regular updates provided by Rockwell Automation® specialists

Maintain system simulators to prove and test modifications before they reach site



System Upgrades

Assist with asset lifecycle planning by working together to identify and plan upgrades to critical systems

Pre-planning and scheduling support your unique operational requirements



Obsolescence Reviews

Make more informed lifecycle decisions with a system review of Rockwell Automation® and third-party system hardware and software

Identify possible issues and supply your management team with analytics to support critical decision making



Training

Train personnel using Rockwell Automation's depth of experience as a designer, manufacturer and integrator in industry specific applications

Customize the education needed based on your specific installed equipment and training needs

Value Added Services

- Worldwide emergency call out support
- Site specific tailored healthcare packages
- Simulation and testing of modifications pre-installation into live systems
- System enhancement/extensions
- Extended system support agreement through healthcare packages
- Parts management agreements
- Compete spare and repairs service
- Site-wide obsolescence reviews and reports
- Third-party system audits
- Third-party systems support
- Cost-effective system upgrades
- System de-commissioning and de-construct services

Through these services, we can provide you with a cost-effective, integrated approach to a complete service support and asset management plan.

Our offshore-qualified support engineers have 25+ years of experience in the support of systems that are critical to both production and safety. The breadth and depth of our experience enables us to provide efficient and effective support for your critical oil and gas systems. This team includes in-house engineering and project management capabilities that are available to support you, no matter your location.

For More Information

System Support Team

+44 (0) 1621 879500

RTS@ra.rockwell.com

Legacy Spares & Repairs Team

+44 (0) 1621 879527

oilandgaslegacysparesrepairs@ra.rockwell.com

www.rockwellautomation.com

Power, Control and Information Solutions Headquarters

Americas: Rockwell Automation, 1201 South Second Street, Milwaukee, WI 53204-2496 USA, Tel: (1) 414.382.2000, Fax: (1) 414.382.4444

Europe/Middle East/Africa: Rockwell Automation NV, Pegasus Park, De Kleetlaan 12a, 1831 Diegem, Belgium, Tel: (32) 2 663 0600, Fax: (32) 2 663 0640

Asia Pacific: Rockwell Automation, Level 14, Core F, Cyberport 3, 100 Cyberport Road, Hong Kong, Tel: (852) 2887 4788, Fax: (852) 2508 1846