

Assurance Integrated Support

Comprehensive support with guaranteed service response times, user-configured pro-active services and fixed fee contract pricing.

Features and Benefits

Financial predictability

- Fixed fee service agreements shift the service cost risk to Rockwell Automation and helps stabilize annual service spend

Guaranteed response time*

- Decrease downtime durations with guaranteed response times for on-site emergency services and replacement parts

Efficiency

- A single point of contact coordinates all remote and emergency on-site services empowering your teams to get help more quickly and with a single phone call

Expertise

- Direct, first contact access to our Senior Systems Engineers and on-site support by our Field Service Engineers helps ensure you get the expert service required to keep your Rockwell Automation technology performing at its best



You already know the quality and reliability of Rockwell Automation products and services. Have you taken advantage of our easy to use, comprehensive service agreement that offers worry-free support?

Assurance™ Integrated Support is an annual support agreement that helps keep your systems running by combining our world-class service capabilities into a service and support process tailored to your unique needs. Assurance Integrated Support begins with the selection of a range of emergency services including: premier access to Tier 2 Remote Support Engineers, on-site delivery of replacement parts and emergency on-site engineering services, each with performance guarantees. Assurance Integrated Support can then be expanded to include:

- On-site preventative maintenance
- Rockwell Automation-owned on-site spare parts inventory
- Enhanced and ongoing Installed Base Evaluations and Storeroom Assessments
- Customized application level support
- Network performance assessments
- Even full-time resident engineering and/or asset management professionals

Simple. You make only one call to initiate technical assistance and if needed we coordinate the shipment of parts or dispatch a service professional for no additional cost. No new POs to cut. No additional calls to make.

Flexible. We offer multiple service levels to help you meet your business goals. You choose the guaranteed level of response for replacement parts to arrive on-site, the arrival time of a service professional and other pro-active services you need to be successful.

Worry free. We can help you avoid unplanned costs and reduce downtime. Achieve greater peace of mind knowing you have the support you need when the unexpected happens.



LISTEN.
THINK.
SOLVE.



Simple.

One call to make.

Flexible.

Response times to meet your needs.

Worry Free.

Avoid unpleasant surprises.

All for one fixed price!

Remote support, replacement parts, on-site service.

Assurance Integrated Support begins with defining when you will need our help, either M-F, 8 a.m. to 5 p.m. local site time or 24x7x365. Both **Remote Support** Access levels provide a guarantee that you will be speaking with a Senior Engineer in 10 minutes or less.

Next, choose if you need **comprehensive parts coverage**. This option places all covered Rockwell Automation products back under full factory warranty, regardless of the age of the product. You can then select, based on your spare parts inventory strategy, how fast you need Rockwell Automation to dispatch and deliver replacement parts to your site. Don't have spare? Don't worry, we cover what's actually installed in your facility, not just what's on the shelf and will ship you a replacement part based on your selected service level.

Then decide if you need Rockwell Automation Engineers to deliver **emergency on-site support**. We provide a range of **guaranteed response times*** - as fast as four-hour on-site arrival - to meet your needs and budgets. *(Note: Some service levels may not be available in all global locations)*

Now that your emergency service plan is in place, you can configure a range of other pro-active and strategic services to build your personalized service plan for your critical automation assets.

Assurance Integrated Support – All for one fixed price

✓	Installed Base Evaluations	✓	Pre-Planned Onsite Engineering Days
✓	Onsite Field Service: • As fast as 4 hour response guarantee	✓	Remote Systems or Custom Application Level Support
✓	Onsite Parts Management	✓	Resident Engineers & Asset Managers
✓	Onsite Parts Response: • Priority • Next Business Day • 2nd Business Day • 3rd Business Day	✓	Network Assessments, Validation and Annual Revalidation

Configurable to Fit Your Unique Needs

Personalize Your Service Experience

Assurance Integrated Support is your platform to build highly tailored service agreements. Your budget, uptime requirements and production schedule are unique, shouldn't your service plan be as unique? A full suite of services are available to enhance your Assurance Integrated Support agreement to help ensure you get the service you need, when you need it.

On-site Parts

Reduce your operating costs associated with managing spare parts with a Parts Management Agreement. With this agreement, you have ready access to the Rockwell Automation spare parts you need at your site, while we own and manage your spare parts inventory. These agreements are backed by our remanufacturing and renewal parts services to replenish any used inventory. Rockwell Automation owns, locates and manages the inventory at your site, which provides you instant access 24x7x365.

Application Support

Application level support enhances the Remote Support experience by incorporating a designated team of engineers that become highly familiar with your unique system as it is installed and running. The Application Support Team maintains copies of your code, drawings and documentation as well as executing a rigorous onboarding and knowledge capture process. This enables the application support team to provide highly specialized and personalized support on your unique systems.

Resident Engineering

Rockwell Automation field service professionals are available as on-site embedded resources capable of providing dedicated engineering support and maintenance services to meet your needs.

These highly experienced and qualified professional resources can complement the skills of your current personnel to help you gain higher operational efficiencies, improve production performance and product quality and achieve faster time to market. By augmenting your existing staff with our plant-certified field service professionals trained in the latest technologies and standards, we enable you to focus on your core competencies while delivering best-in-class resources to perform a wide range of support services custom tailored to your unique needs. Resident Engineering is available on a full-time or part-time basis.

Network Assessments

In a connected enterprise, your overall system performance is only as good as the network it runs on. A network assessment provides a baseline and ongoing annual process control system network infrastructure validation. The validation is focused on logical configuration and operational health of the network infrastructure. The validation report will provide baseline information on the infrastructure equipment operation and note any issues, along with possible remediation and recommendations. Refreshing this assessment annually assures that changes to your network and network performance are documented and validated regularly, which highlights the benefit of a highly networked and connected manufacturing enterprise.

Preventive Maintenance

A preventive maintenance program can help you optimize the performance and extend the lifecycle of your automation systems. During scheduled on-site visits, our field service professionals will help ensure your system is operating within specifications and at optimum performance levels. You will also benefit from immediate remediation of equipment issues with complete documentation of activities performed.

Enhanced Installed Base Evaluations

A standard, Level 1, Installed Base Evaluation is included as part of your core Assurance Integrated Support Program. However, a Level 1 Evaluation does not address third-party products (either repairable or consumable) or what you have in your storeroom. By upgrading your Installed Base Evaluation, you can extend its benefits to non-Rockwell Automation materials and all materials in your store-room. Additionally, you can select annual refreshes to keep up with the inevitable changes that occur to the products installed in your facility and the ever changing nature of what you are keeping in your storerooms and cribs. This helps insure you have up-to-date material and installed base information to support your MRO process improvement initiatives.

*Assurance Integrated Support provides defined performance response times for remote support, parts dispatch/arrival, and field service dispatch/arrival, as outlined in the Assurance Integrated Support Scope of Supply, Release 4.0, and does not extend to any other services, solutions or products offered by Rockwell Automation, Inc.

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