Integrated Service Agreement

This flexible suite of support services enables you to maximize the value of your Rockwell Automation investments across your facility. The three-tiered model allows you to select the right package of offerings to meet your needs. Get foundational services with the Essential tier, a full set of support services with Enhanced, or get data insights and proactive management with the Premier tier.

**ESSENTIAL**
A flexible, entry level offering focused on support and repair with the option for labor:
- Remote Technical Support
- Repair Services
- Reports & Analytics
- Option for Field Services
- Option for Learning+
- Option for Parts Management

**ENHANCED**
Coverage of all your support services for better protection:
- Remote Technical Support
- Repair Services
- Field Services
- Installed Base Evaluation™
- Reports & Analytics
- Option for Learning+
- Option for Parts Management

**PREMIER**
Complete coverage and protection that helps you optimize your investment with priority service and proactive engagements:
- Remote Technical Support
- Repair Services
- Field Services
- Installed Base Evaluation
- Contract Management
- Scheduled Maintenance
- Reports & Analytics
- Option for Learning+
- Option for Parts Management

Get more value to meet your needs when purchasing an integrated service agreement for your facility versus standalone components:

- **1 NUMBER TO CALL**
  Access to experts quickly, providing peace of mind
- **1 CUSTOMER AGREEMENT**
  Priority service
  Ability to scale globally
  Analytics-driven insights and support
Integrated Service Agreement

ENTITLEMENTS

24X7 REMOTE SYSTEM SUPPORT
Access to technical support engineers via chat, phone or the Live View Support™ virtual tool; the online support center including Knowledgebase, interactive forums, and product notifications and the ability to download the latest software updates.

ANNUAL REPAIR AGREEMENT
Customer chooses spend and replacement offered for faster turnaround, if available.

EXCLUSIONS MAY APPLY.
Exclusions may apply.

24X7 FIELD SERVICES
Access to highly skilled engineer specialists who can supplement your on-site workforce whenever you need them for emergency and non-emergency needs. Examples include support in managing product obsolescence and migration planning, preventive maintenance, troubleshooting, programming and startup services.

INSTALLED BASE EVALUATION
An annual detailed analysis of your critical plant assets and condition to help you make data-driven decisions regarding support and obsolescence management.

FIELD SERVICES
Includes access to My Equipment

CONTRACT MANAGEMENT
A named customer success individual will conduct periodic reviews leveraging data and analytics and share these insights with you to help you maximize the value of services purchased and enable you to manage your investment more efficiently.

SCHEDULED MAINTENANCE
Bimonthly two-day engagement with Rockwell Automation engineering specialists to review the health of your Allen-Bradley® installed base and provide recommendations for optimization and system improvements.

LEARNING+ TRAINING SUBSCRIPTION
A combination of self-paced e-learning, instructor-led courses, labs and additional training content - all in a virtual environment.

PARTS MANAGEMENT
Rockwell Automation owned and managed critical spare parts located either on-site or at a remote location. To help you maximize equipment uptime while reducing overall inventory carrying costs.

ENHANCED
Coverage of all your support services for better protection

PREMIER
Complete coverage and protection that helps you optimize your investment with priority service and proactive engagements

CONTRACT USAGE ANALYTICS & REPORTS
Performance dashboards that allow users visibility and insight to take more effective action.

FIELD SERVICES
Includes access to My Equipment

INSTALLED BASE EVALUATION
Includes access to My Equipment with asset optimization consultation.

ANNUAL REPAIR AGREEMENT
Inclusive agreement that covers all repairs. Replacement offered for faster turnaround, if available.

CONTRACT MANAGEMENT
Inclusive agreement that covers all repairs. Replacement product guaranteed.

SCHEDULED MAINTENANCE
Emergency callout included at no charge (when engaged with Technical Support)

LEARNING+ TRAINING SUBSCRIPTION
Inclusive agreement that covers all repairs. Replacement offered for faster turnaround, if available.

PARTS MANAGEMENT
Inclusive agreement that covers all repairs. Replacement product guaranteed.

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