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# Product and Application Lifecycle Support

The right service provider can strengthen your internal support team and help you run at peak efficiency

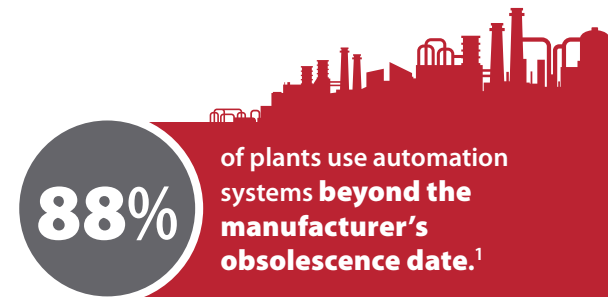


# Support in a Complex World

Your operations are only as strong as the support teams you have in place to keep them running. Unfortunately, many in-house maintenance and support teams are struggling to keep up.

- Many manufacturers and industrial producers do not have a formal equipment lifecycle plan – even for systems that have been in place for decades.
- Modern operations are more complex, with greater connectivity, more frequent changeovers, stricter regulations and the use of newer technologies like mobility and cloud services. All of this is creating new challenges for maintaining systems and maximizing uptime.
- While system complexity is increasing, the availability of skilled talent to maintain it is decreasing. A global skills shortage is making it harder to find the necessary expertise for maintenance, repairs and upgrades.
- Constant pressure to cut costs is impacting maintenance in many ways, from understaffed teams to insufficient training.

**Automation service providers can augment your internal teams to help solve these challenges – while also pushing your equipment to its highest possible performance levels.**



<sup>1</sup> 2010 Process Automation Study, ARC Advisory Group

<sup>2</sup> Help Wanted: American Manufacturing Competitiveness and the Looming Skills Gap, Deloitte, 2015

# Enlisting Outside Support

Automation service providers can deliver the critical help you need to:

- **Reduce the obsolescence risks** that are inherent with using decades-old systems
- **Improve network and production uptime** in today's more connected operations
- **Support worker training and knowledge retention** to protect operations amid a growing skills shortage
- **Support activities** that are vital but not needed on a daily basis so your workers can focus on day-to-day priorities
- **Reduce maintenance costs** to better cope with shrinking budgets

Often, however, the question is not *if* you should use a service provider, but rather *whom* you should use. Every vendor has different levels of support capabilities, technical know-how, regulatory expertise and geographical reach.

For many, the preferred approach is to use a single service provider across as many areas of support as possible. A single vendor with a broad spectrum of services and expertise can help you:

- Make individual and collective support efforts more effective
- Achieve consistent maintenance and support activities
- More easily adjust service and support levels as business needs change

“**Suppliers can fill the role of automation services provider quite well, offering many competitive advantages. Automation suppliers have arguably the deepest product and application knowledge for their own solutions.**”<sup>1</sup>



<sup>1</sup> Supplier Provided Automation Services, ARC Advisory Group, 2015

# Defining Your Support Package

Automation service providers that offer scalable service packages can give you greater flexibility in meeting your unique business goals, operational needs or budgetary constraints. These packages are scalable and made available in options ranging from limited to highly comprehensive.

**On-demand support** is provided only on a limited, as-needed basis. This level of support provides a baseline of transactional services, designed to keep your operations up and running. They are provided either remotely, such as with 24/7 call support, or on-site to help with troubleshooting and maintenance.

**Integrated support** is seamlessly woven into your day-to-day operations to provide ongoing support designed to help reduce and prevent downtime. Services can be tailored to your specific needs, through service agreements and maintenance contracts that cover everything from parts management to emergency engineering support, and can be delivered either remotely or on-site.

**Managed support** augments your on-site personnel to help you optimize production. Services are built around helping you achieve critical business outcomes, specific to your application and production needs. Application support, remote monitoring and analytics services, and custom training programs, identified and delivered through a consultative approach, combine to help you achieve optimal performance.



# On-Demand Support

On-demand services can be selectively chosen based on your specific challenges and used only when you need them.

- **Remote Software and Hardware Maintenance:** Software updates help you maintain critical software and firmware. Phone and online support give your workers 24/7 access to technical expertise, training support and more to address challenges as they arise.
- **On-Site Maintenance:** Factory-trained engineers come to you to support industrial maintenance, resolve production problems, assist with peak workloads and more.
- **Startup and Commissioning:** Field service professionals help you get new equipment up and running so you can meet on-time production goals.
- **Part Repairs and Replacements:** Remanufacturing services can replace your industrial automation equipment or restore it to its original operating condition.
- **Industrial Automation Training:** Training courses aligned to specific job functions help your workers gain the skills they need for their relevant job tasks.

## Improve Your Uptime with Remote Support from Rockwell Automation

- **Software updates** help you maintain your software to prevent crises, extend system functionality and improve user experiences.
- **Phone support** helps your workers install and configure components, troubleshoot issues and resolve production problems in real-time, in their local language.
- **Online resources** provide additional help for tackling your day-to-day challenges with live chat support, archived answers, product notifications, training support and more.



## Rockwell Automation TechConnect<sup>SM</sup> Support

“The archive of questions and answers have been key to me because I’ve found many of the challenges I have encountered have already been addressed!”

- Maintenance Engineer

# Integrated Support

Integrated services are incorporated into your daily operations, either remotely or in-person. They can help reduce or prevent downtime, and drive improvements in equipment performance.

- **Remote and On-site Support:** Services such as parts management, on-site engineering and preventive-maintenance support are tailored to your unique needs and can be provided within guaranteed response times. Fixed-fee pricing for these services helps stabilize your service spend and makes costs more predictable.
- **Application Optimization:** Diagnostic services turn the wealth of data in your assets into actionable intelligence to improve your maintenance strategies and operational effectiveness.
- **Performance Monitoring and Management:** Remote-monitoring and analytics services can connect to and collect your valuable performance data. This can help you identify issues before they result in unplanned downtime and improve OEE for critical assets.
- **Inventory Management:** Parts-management agreements transfer the management of your spare-parts inventory to a service provider, giving you ready access to parts while helping you avoid unnecessary inventory buildup.
- **Lifecycle Management:** Lifecycle extension agreements equip you with technical support, spare parts and on-site engineering expertise to help mitigate the risks of using older or discontinued systems.
- **Migration Management:** Conversion services can help you design and implement a migration path for your aging systems.
- **Operations and Maintenance Training:** Workforce training can increase employee competency, improve production consistency and boost overall productivity.

## Diagnostic Reliability Service from Rockwell Automation

This service can help reduce Mean Time to Repair during downtime by as much as **5 percent** and manual data-collection time by up to **70 percent**.



## Lifecycle Extension Agreements

Supplement your maintenance practices with a service agreement that can be customized to include:

- Guaranteed repair support
- Legacy remote support
- Legacy spare parts
- Last-time buy options
- Embedded lifecycle engineers

# Managed Support

These services augment your on-site staff to help boost productivity, optimize system performance and improve uptime.

**Application Support:** A designated off-site support team acts as an extension of your team to help you recognize and react to trends, assist with off-shift hours, maintain facility knowledge and more.

**Remote Management:** Remote monitoring and analytics services managed by an off-site team can help you track and optimize your asset performance, as well as alert your on-site staff if operations fall outside of predefined parameters.

**Predictive Maintenance:** Support engineers can continuously monitor and analyze your critical assets, and proactively notify your on-site staff of risks to help address issues before they become downtime events.

## Application Support from Rockwell Automation

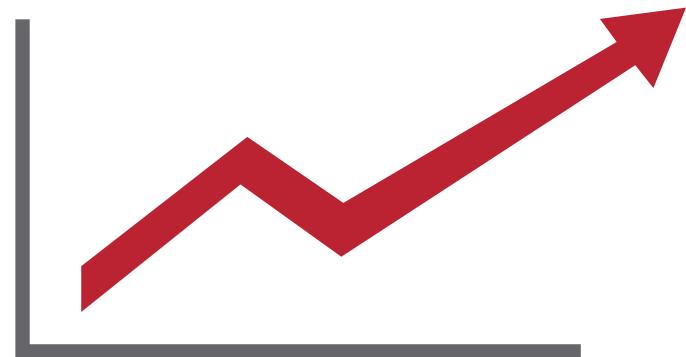
“The support we get from the staff is phenomenal. It’s like having someone continuously standing over your shoulder, constantly pointing out potential problems and then letting you know how to correct them.”

- Plant Engineer



### Rockwell Automation Application Support

One global mining company used Rockwell Automation 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.



# Resources

Maintaining uptime in today's operations can seem harder than ever as in-house support teams contend with aging equipment, greater complexity, skills shortages and tighter budgets. Automation service providers can offer much-needed relief. They have the support services and expertise you need, and can deliver them in a package that fits your requirements.

When evaluating providers, remember that service offerings and cost are only part of the equation. A provider's knowledge, experience and availability are ultimately what will drive your success. Important criteria to consider when selecting a service provider can include:

- Global support experience
- Workforce size and average years of experience
- Number and location of global support centers
- Domain expertise
- Local language support
- Training portfolio
- Industrial-security policies and procedures

**“** *By bringing in Rockwell Automation to help with remote support and training, our team can focus on optimizing existing production processes and improving productivity.”*

- Director of Engineering



For more information about connecting outside services with internal support needs, call a Rockwell Automation Services representative or visit [rok.auto/services](http://rok.auto/services)

“ Rockwell Automation designated a unique team of support engineers to collaborate with me and support my application. After visiting my site and becoming familiar with my application, they were able to identify potential problems that would have caused downtime.”

- OEM Owner

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