

Modernization Service Agreement

A Phased Migration Approach That Fits Your Budget

Benefits

- Enable improved financial planning and more accurate budgeting with fixed, predictable support and upgrade costs
- Reduce downtime risk and help maintain production by securing technical support and repair capability of legacy industrial automation assets
- Leverage the benefits of new technology when you're ready: speed, performance, supportability, safety, energy consumption and connectivity

Features

- Modernization tasks are pre-engineered and performed on a planned schedule to minimize impact on production
- Fixed payment covers modernization tasks and product support during the entire agreement period
- Support covers both legacy equipment and new technology as it is implemented
- The standard agreement is a 3- or 5-year term
- Agreements can be designed to cover one site, multiple sites or the entire enterprise as required



A Modernization Service Agreement allows you to gradually update older automation equipment with a phased approach, for a set fee.

You Need to Modernize, But Where Do You Start?

It's a familiar challenge. You have a large installed base of Rockwell Automation legacy automation equipment, but don't necessarily have the available budget to upgrade it, or want to face the potential for extended downtime that goes with it.

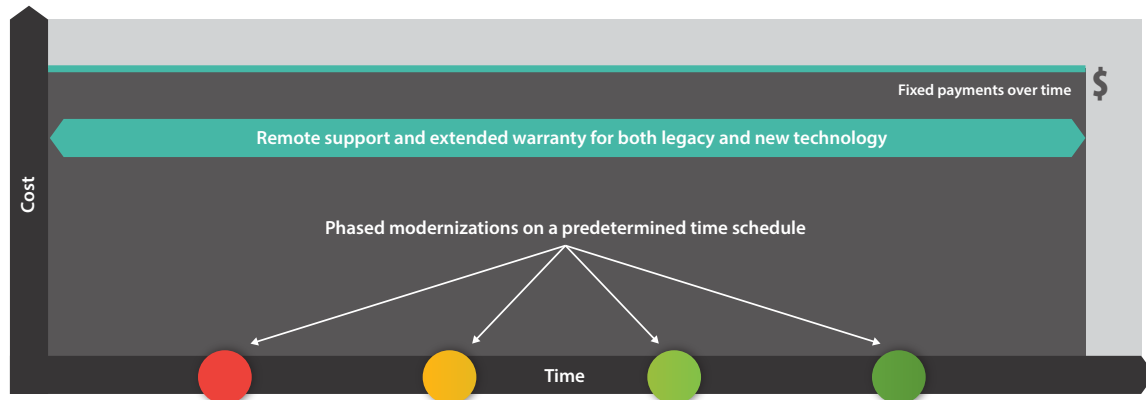
Companies today are challenged to balance current goals and objectives with limited capital funding available to update an aging infrastructure. Aging automation technology is less reliable, with a shorter mean time between failures. Continued production with legacy parts increases your risk for limited product support and a shortage of replacement parts.

Modernization benefits include improved productivity, globalization and better decision-making enabled by the convergence of IT and OT as you move toward a Connected Enterprise. Rockwell Automation offers an option that allows you to migrate to the latest technology over time, using a phased approach, with minimal downtime.

A Modernization Service Agreement helps minimize the risk of operating aging automation assets and enables you to upgrade to the latest technology on a predetermined time schedule. The agreement includes support, modernization and program management for a fixed fee.

LISTEN.
THINK.
SOLVE.

Support For Your Legacy Equipment While You Upgrade Over Time



Scope of Agreement

Your modernization agreement covers legacy Rockwell Automation equipment in the End of Life or Discontinued lifecycle stage. Select the equipment you need to upgrade, and your agreement will be customized to include:

- **Engineering**
 - Pre-engineering of systems scheduled for upgrade
 - Includes drawings, bills of material, and modernization schedule
- **Hardware and software**
 - All required hardware for the system
 - All software and program conversion for the system
- **Configuration and start-up**
 - Qualified field service professional will provide any configuration needed for the installed system, plus start-up and testing
- **Program management**

Upon migration completion, ownership of modernized assets transfers to you, and legacy assets removed from service become the property of Rockwell Automation.

Pricing is determined based on the installed base that needs to be migrated, the agreement term and the support coverage selected. You have the option to extend support for additional terms.

Services included in the agreement:

Extended Parts Warranty

- Failed units will be remanufactured or replaced at no additional charge
- Covers existing Rockwell Automation legacy assets and modernized technology site-wide, or a designated production line

Remote Technical Support

- Product level phone support, Knowledgebase access, email support and live chat support
- Assistance with troubleshooting, diagnosis, configuration, maintenance and issue resolution

Additional Options

- On-site parts, on-site field service

For More Information

For more information about a Modernization Service Agreement, contact your local authorized Allen-Bradley distributor or Rockwell Automation sales office, or visit: www.rockwellautomation.com/global/go/services

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