

# Product and Application Lifecycle Support Services

Maximize productivity and put your mind at ease  
with flexible industrial support



LISTEN.  
THINK.  
SOLVE.®

 Allen-Bradley • Rockwell Software

**Rockwell  
Automation**

# Support When and Where You Need It

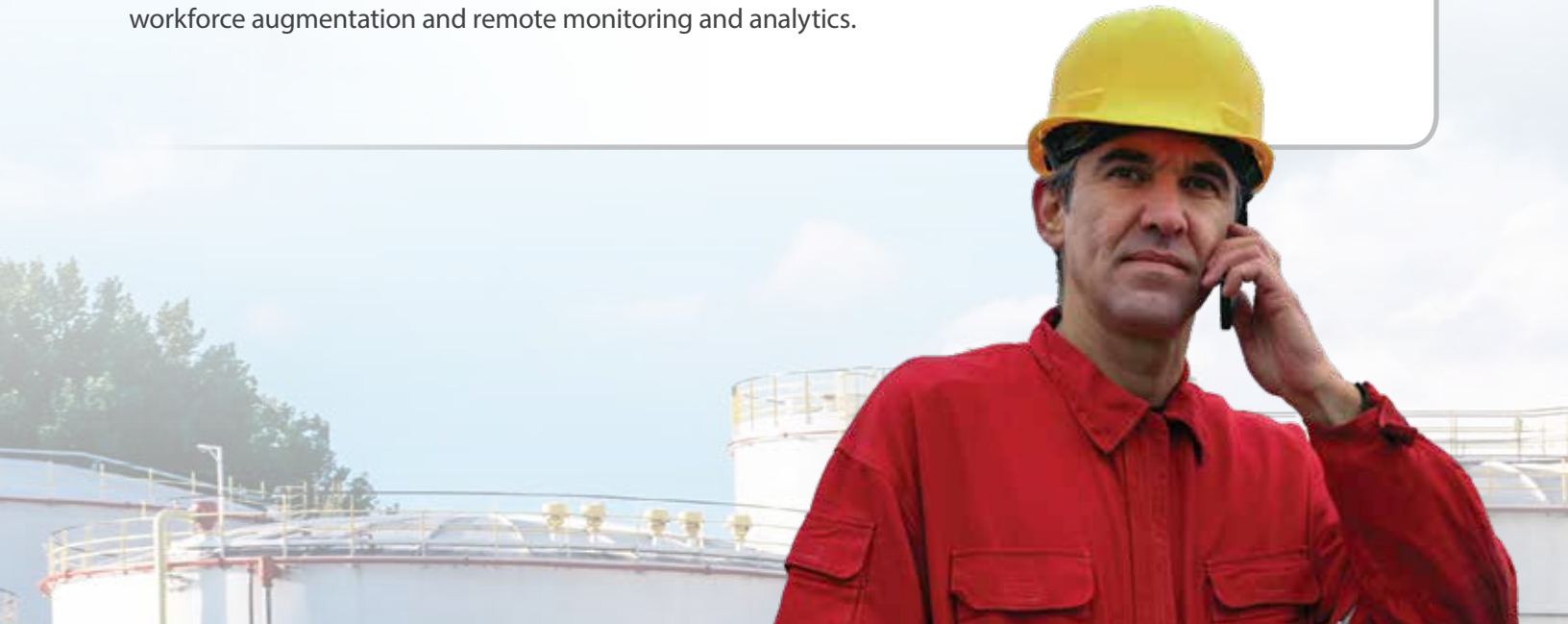
**Most companies today require some level of outside assistance to support their day-to-day operations.**

How able are you to manage:

- The reliability of decades-old equipment?
- The influx of new technologies and greater complexity?
- Higher industrial maintenance costs?
- Access to replacement parts?
- A shortage of skilled workers?

Issues like these threaten to bring your operations to a halt. They can eat at your bottom line. And they can hinder critical asset performance.

That's why industrial companies turn to us. **Our product and application lifecycle support services** cover the entire lifecycle of your automation systems. When you work with us, you gain access to our skilled engineering resources, industrial equipment repair capabilities, workforce augmentation and remote monitoring and analytics.



**Six out of 10 manufacturing positions remain unfilled due to the talent shortage.<sup>1</sup>**

<sup>1</sup>The Skills Gap in U.S. Manufacturing 2015 and Beyond, The Manufacturing Institute and Deloitte, 2015

# 88%

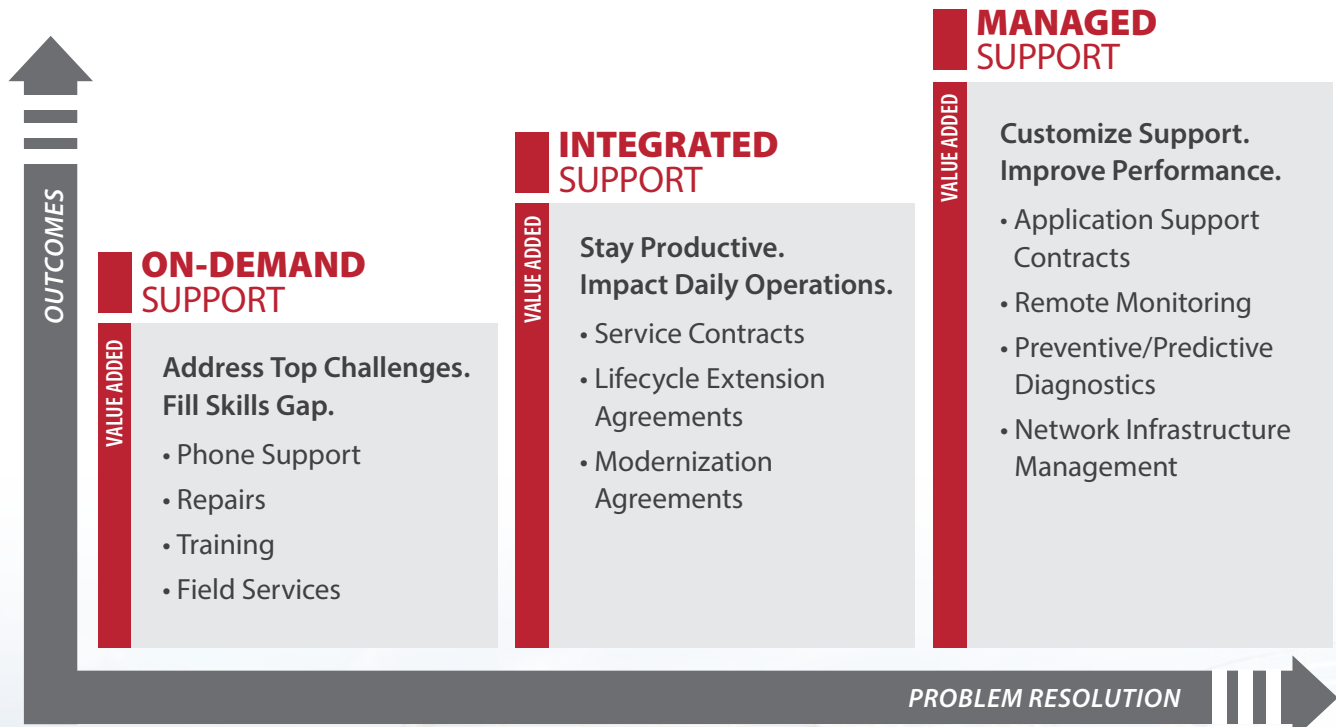
**Percent of plants use automation systems beyond their obsolescence date.<sup>2</sup>**

<sup>2</sup>2010 Process Automation Study, ARC Advisory Group

**Rockwell Automation Supports You with:**

- 2,600+ service professionals
- 100+ consultants
- 700+ field service professionals
- 12 remote support centers
- In over 80 countries

# Services Scaled to Your Requirements



## BENEFITS

- Faster downtime recovery
- Cost-effective off-shift support
- Lower maintenance costs
- Better visibility to asset obsolescence
- Easier replacement parts access

# On-Demand Support

The support you need, when you need it

Our on-demand services provide as-needed support to help you address your top challenges and fill critical gaps in your operations.

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

**Remote Support** connects you with our skilled engineers and other resources.

- **Real-time phone support** can help you install or configure systems, and resolve technical issues
- **Firmware and software support** helps you stay current on updates and avoid crises
- **Online resources**, including live chat, archived answers and forum discussions, provide additional industrial support and are just clicks away

**Field services** bring our automation expertise to you.

Our factory-trained engineers can help you with:

- Startups, special projects and peak workloads
- Industrial maintenance support
- On-site training
- Drive calibrations
- Grounding checks
- Equipment program backups

You can pre-purchase these services as a block of time, which gives you flexibility to use hours toward service whenever you need it.



“Every Monday morning, I receive an email from Rockwell Automation notifying me of any software updates along with links to the Knowledgebase – an invaluable tool that allows me to search for solutions to specific problems I may encounter.”

**Systems Analyst,**  
Wastewater Treatment Plant

“When I need assistance, I work with a **dedicated, single point of contact** who owns my tickets from start to finish.”

**Process Engineer**

**Industrial repair services** help you quickly and conveniently complete repairs, with quality service for over 200,000 items from more than 7,000 manufacturers. Our efficient workflows and experienced professionals get your equipment back up and running as quickly as possible. We also give you a one-year warranty on the entire unit, not just the repaired components.

**Remanufacturing and exchange services** help you get your automation assets back in service as quickly as possible.

- Remanufacturing services can restore your Allen-Bradley® assets to like-new or better condition. This allows you to extend the asset's life while potentially enhancing its performance
- Our ISO-certified remanufacturing facilities use the same high-quality parts, standards and specifications as the original manufacturing process
- Firmware updates are included on remanufactured products
- Remanufactured equipment includes a comprehensive warranty on the entire unit, not just the replaced/repared components
- Exchange services can get you replacement parts within 24 hours. We offer more than 50,000 remanufactured Allen-Bradley catalog items from our eight global exchange hubs.

**Extended warranties** add up to four more years onto original factory warranties to help protect your operations and give you peace of mind. The additional protection can reduce the repair costs and durations of unexpected downtime events. Extended warranties can be ordered anytime within the original warranty period.

**Open-enrollment training** gives you access to more than 200 courses that are aligned to specific job functions and focus on relevant job tasks. This allows you to match up training to your workforce's specific needs. Courses are conveniently offered virtually or at more than 300 Rockwell Automation and partner locations around the world.



Our remanufacturing facilities process approximately **500 products** every day.

# Integrated Support

Reduce downtime. Get ahead of risks. Stay productive.

Our integrated support services are designed to work with your workforce and are seamlessly woven into your day-to-day operations.

**Parts management agreements** transfer the burden of managing spare parts from you to us. We own and manage your inventory, and give you access to the parts you need without the headaches of managing them.

**Rockwell Automation Assurance™ Integrated Support** can help you work worry free. We provide the services you need. We deliver them within guaranteed response times. And we do it all for one fixed price.

Service agreements are tailored to your unique needs and can include:

- On-site field service
- On-site parts management or parts response
- Remote systems or application support
- Embedded engineers or asset managers
- Preventive maintenance support
- Network assessments and validations/revalidations

**Remote monitoring and analytics** provide visibility into critical asset performance and can help you drive improvements.

- Minimize risk while maximizing productivity with simple and secure remote access
- Gather information to make more informed decisions
- Access new tools and manage information to transform how you do business

“By allowing Rockwell Automation to assume responsibility for our parts management and relying on their around-the-clock support services, **we’re able to focus on productivity and uptime**, which speaks directly to the bottom line.”

**Maintenance Manager**, Major Food and Beverage Company

**Modernization services** help you manage risk to make sure that modernization projects are smooth and successful. We help you evaluate, plan and execute your modernization project.

- **Evaluate** – Installed base evaluations identify risks in your existing assets and opportunities for improving speed, quality and flexibility.
- **Plan** – Front-end engineering and design (FEED) surveys provide the scope, budget, total cost of ownership, implementation timeline and risk assessment for your project.
- **Execute** – We can help you implement your project in your preferred approach. And we can provide on-site support to troubleshoot and resolve issues as they arise.

**Legacy support and lifecycle extension services** manage obsolescence risks and give you access to critical support for legacy equipment until you can modernize.

- **Legacy Support** can mitigate obsolescence risks today or help you manage them over time. This support can include spare-parts management, repairs and preventive maintenance
- **Lifecycle Extension Agreements** help you minimize the risks and possible financial consequences of using older or discontinued equipment. Agreements can include guaranteed repair support, remote support, last-time buy options and more.

“Rockwell Automation helped keep us on schedule. It was one of the fastest and cleanest installations I’ve ever seen. Their knowledge of the issues facing our industry was extremely impressive and helped us countless times over.”

**Plant Superintendent**, Utilities Facility



“The upgrade was successfully carried out by a **dedicated Rockwell Automation team**, many of whom were stationed at the plant during the project.”

**Superintendent** for Process Automation Systems, Metals Plant

# Managed Support

Comprehensive support that works toward your business goals

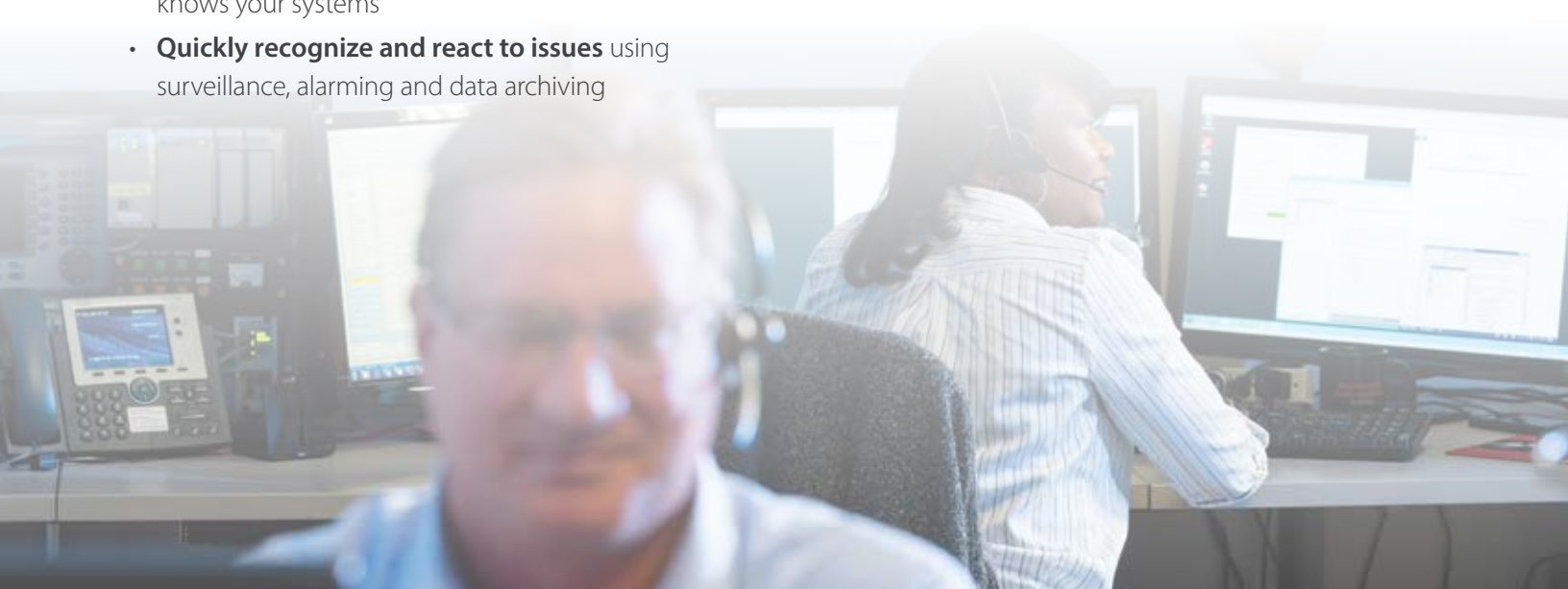
Our managed support services augment your on-site team and are built around defined business outcomes. We can help you boost productivity, optimize system performance and improve uptime.

**Rockwell Automation Application Support** provides a dedicated support team to solve your critical production issues and unlock the potential of your equipment. Our Application Support services can be customized to your specific application.

- **Address your most pressing needs** with industrial support that is tailored to your needs and a team that knows your systems
- **Quickly recognize and react to issues** using surveillance, alarming and data archiving

- **Guard against disasters and unexpected costs** with application-level administration
- **Retain key knowledge** through staffing changes using a customized and searchable Knowledgebase

**Remote monitoring and analytics** managed by our team can help you optimize production and reduce downtime risks. Our engineers take the lead on monitoring your systems and collecting valuable analytics. We can alert your staff when operations deviate outside of predefined parameters so they can act to optimize operations.



## TechConnect<sup>SM</sup> Application Support Results

**99%**

An airline parts warehouse improved inventory access to 99 percent

**\$1.1m**

A mining company annually saved \$1.1 million by reducing downtime

**50%**

A coating company reduced maintenance downtime by 50 percent



**On-site training** brings world-class training to you. This can help you limit the cost and disruption of training employees off-site. Training is fully customized to your requirements. You can:

- Define the **schedule** that works for you
- Pick the **shift or class size** that's right for your workers
- Use **standard, tailored or custom content** based on worker needs
- Choose the training location, whether it's your facility or even on the plant floor
- Use pre- and post-training tests to **measure success**

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“The last time we had one of our wells trip offline, within five minutes they had a phone call telling them what broke, where to go look, and how to test it.”

**Facilities Engineer**, Oil and Gas Company

## CUSTOMER SUCCESS STORY

### Monitoring the Health of Medium Voltage Drives Helps Prevent Costly Downtime for Oil and Gas Company

#### Challenges

- Remote oil rig with 15 new PowerFlex® 7000 medium voltage drives in Gulf of Alaska
- Cost of downtime up to \$300,000 per day
- Critical asset downtime stops production
- Remote location made repairs and support difficult

#### Rockwell Automation Delivered Solution

- Remote support to monitor 15 PowerFlex 7000 drives
- Provided monitoring of speed, current, power and voltage
- 10 minute response to any alarm
- Highly skilled technical support engineers could go online with the drive to troubleshoot faults, analyze trends and make recommendations to prevent downtime

#### Results

- Detected/notified of four incidents in first two weeks
- Savings from avoided downtime has paid contract for several years

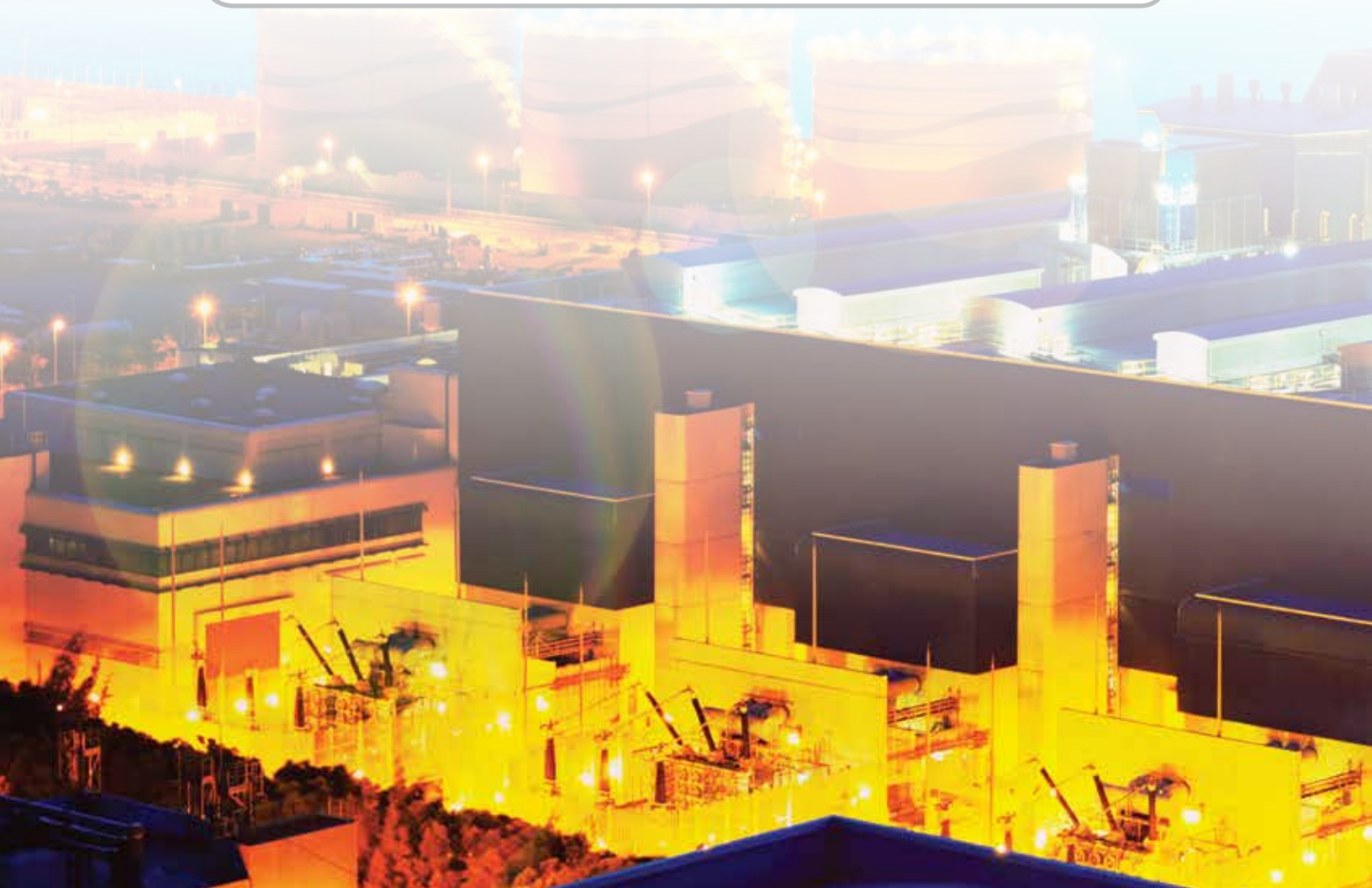


“Rockwell Automation comes with **specialist support and advice** on issues and possesses the knowledge to quickly find and correct problems.”

Scott Wassell, Mechanical Engineer, ArcelorMittal

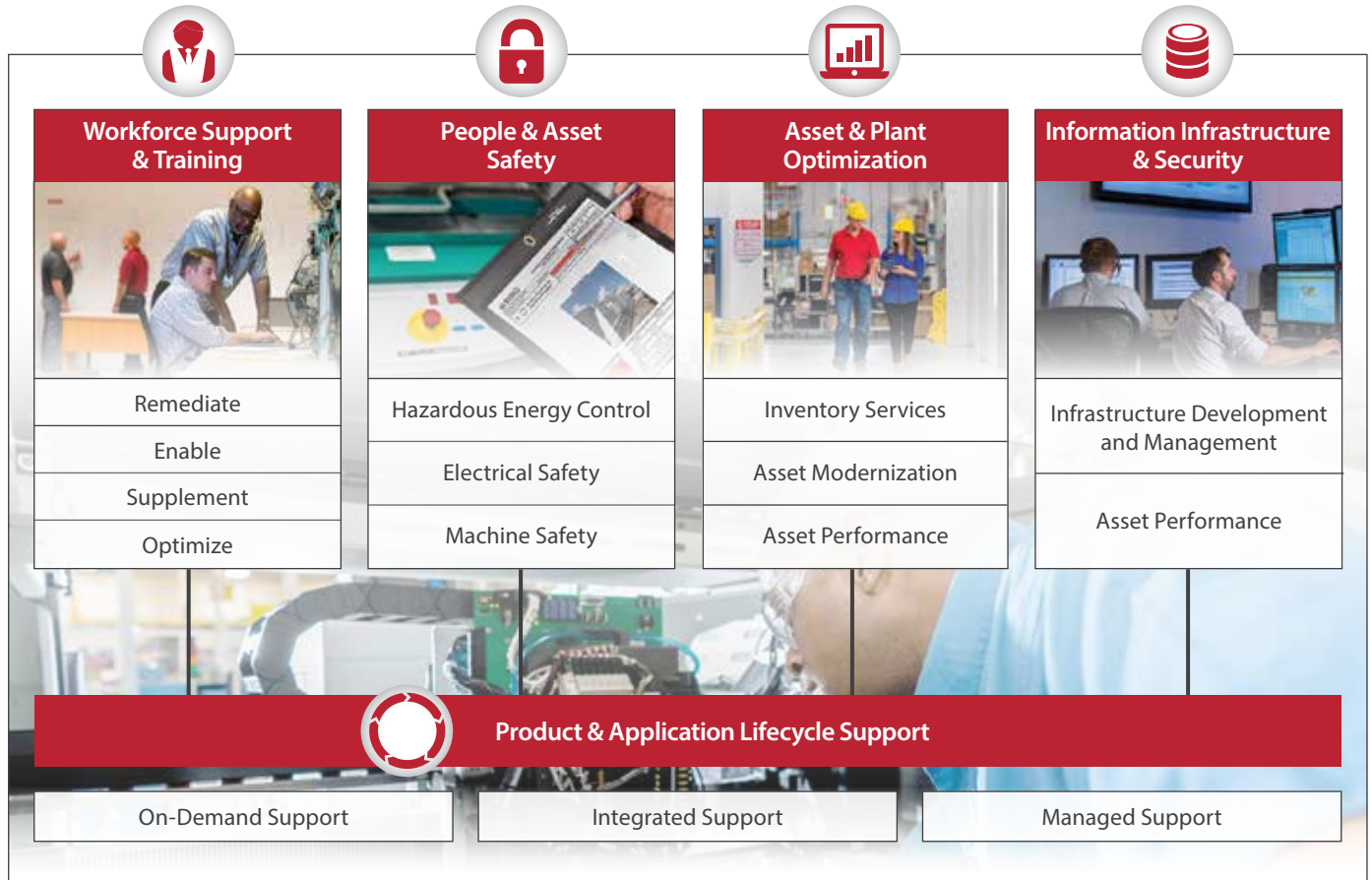
“The support we get from the staff is **phenomenal**. It’s like having someone continuously standing over your shoulder, constantly **pointing out potential problems and then letting you know how to correct them.**”

Plant Engineer, Building Products Company



For more information about how we can help you solve your unique business challenges, contact your local authorized Allen-Bradley distributor or Rockwell Automation sales office, or visit: **[rok.auto/services](http://rok.auto/services)**





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Connect with us.

Services vary by region.

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