

# One source of support packaged to **MEET YOUR NEEDS**



**Maximize**  
asset reliability  
& uptime

Better understanding and control of your installed base assets

Availability of parts when you need it

Quick, easy access to support

Improved mean time to repair



**Reduce**  
total cost of ownership

Visibility of contract usage and data for decision making

Priority repair service and access to repair inventory

Availability of engineering support when you need it



**Optimize**  
installed base investment

Interactive tools help you manage your installed base and allow better collaboration

Scheduled maintenance

Access to digital insights for better decision making

Options to manage repairs and inventory quickly and effectively



**Supplement**  
your technical workforce

Access to skilled engineers and product specialists

Leverage virtual support tools, learning resources and modern training tools

## 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 E-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 E-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 E-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

**1** CUSTOMER AGREEMENT

Access to experts quickly, providing peace of mind

Priority service

Ability to scale globally

Analytics-driven insights and support

# Integrated Service Agreement

ENTITLEMENTS	<b>ESSENTIAL</b> A flexible, entry level offering focused on support and repair with the option for labor	<b>ENHANCED</b> Coverage of all your support services for better protection	<b>PREMIER</b> Complete coverage and protection that helps you optimize your investment with priority service and proactive engagements
<b>24X7<sup>(1)</sup> REMOTE SYSTEM SUPPORT<sup>(2)</sup></b> 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 update.	✓	✓	✓
<b>ANNUAL REPAIR AGREEMENT</b> Access to repair inventory and the ability to restore automation equipment to like-new or better condition with our remanufacturing and exchange services that enhance performance and extend product life.	Customer chooses spend and replacement offered for faster turnaround, if available.	Inclusive agreement that covers all repairs <sup>(3)</sup> . Replacement offered for faster turnaround, if available.	Inclusive agreement that covers all repairs <sup>(3)</sup> . Replacement product guaranteed <sup>(4)</sup> .
<b>CONTRACT USAGE ANALYTICS &amp; REPORTS</b> Performance dashboards that allow users visibility and insight to take more effective action.	✓	✓	✓
<b>FIELD SERVICES</b> 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.	+	✓	Emergency callout included at no charge (when engaged with Technical Support)
<b>INSTALLED BASE EVALUATION</b> An annual detailed analysis of your critical plant assets and condition to help you make data-driven decisions regarding support and obsolescence management.		Includes access to My Equipment	Includes access to My Equipment with asset optimization consultation.
<b>CONTRACT MANAGEMENT</b> A named customer success individual will conduct periodic reviews leveraging data and analytics and share these insights with you to help maximize the value of services purchased and enable you to manage your investment more efficiently.			✓
<b>SCHEDULED MAINTENANCE</b> Biannual 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.			✓
<b>E-LEARNING TRAINING</b> Highly interactive learning featuring lessons, software simulations, and demonstration videos to help reinforce learning concepts.	+	+	+
<b>PARTS MANAGEMENT</b> 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.	+	+	+

(1) English language available 24x7. Support in local languages available during normal working hours of 8-5 Monday - Friday.  
 (2) The purchase of an agreement offers the ability to purchase e-learning subscriptions at prices only available to support agreement Customers.  
 (3) Exclusions may apply.  
 (4) Upon completion of Installed Base Evaluation.

Connect with us.

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