



THE REYNOLDS
COMPANY
ELECTRICAL SUPPLY

Rockwell Automation Integrated Services Agreements

June 23, 2021

Our Guest Panelists

Brad Freeman

Industrial Services Specialist
The Reynolds Company – North TX

2021 Online Events

Register to receive a calendar invite



- **Tech Talks**

- **Industrial Cybersecurity Seminar**

Wed, July 14, 2021 @ 10am

- **Using The Plant Pax System Estimator**

Wed, July 28, 2021 @ 10am

- **User Groups**

- **System Redundancy Best Practices**

Wed, July 21, 2021 @ 10am

reynoldsonline.com

Upcoming Events



A Rockwell Automation Virtual Event

Get Inspired to Innovate! Join us for ROKLive 2021, happening June 29-30, to explore the explosion of digital technologies in manufacturing today. We'll discuss how leading companies are applying analytics for actual insights, the newest collaboration tools designed for operations teams, and how we're tackling uncertainty in the supply chain.

This two-day virtual experience features exciting keynotes, discussions with industrial leaders, interactive value workshops, the Smart Industry Awards, and over 100 product and technology sessions – all focused around digital transformation.

Register at <https://events.rockwellautomation.com/profile/108681>



Integrated Service Agreement Overview

September 2020



expanding human possibility™



PUBLIC

CUSTOMER OUTCOMES



Support your
lifecycle journey
with a trusted partner



Maximize

Asset reliability & uptime

Reduce

Total cost of ownership



Optimize

Installed base investment



Supplement

Technical workforce



Integrated service agreement

A flexible suite of support services that enables you to maximize the value of your Rockwell Automation investments across your facility

1 NUMBER
TO CALL

1 CUSTOMER
AGREEMENT

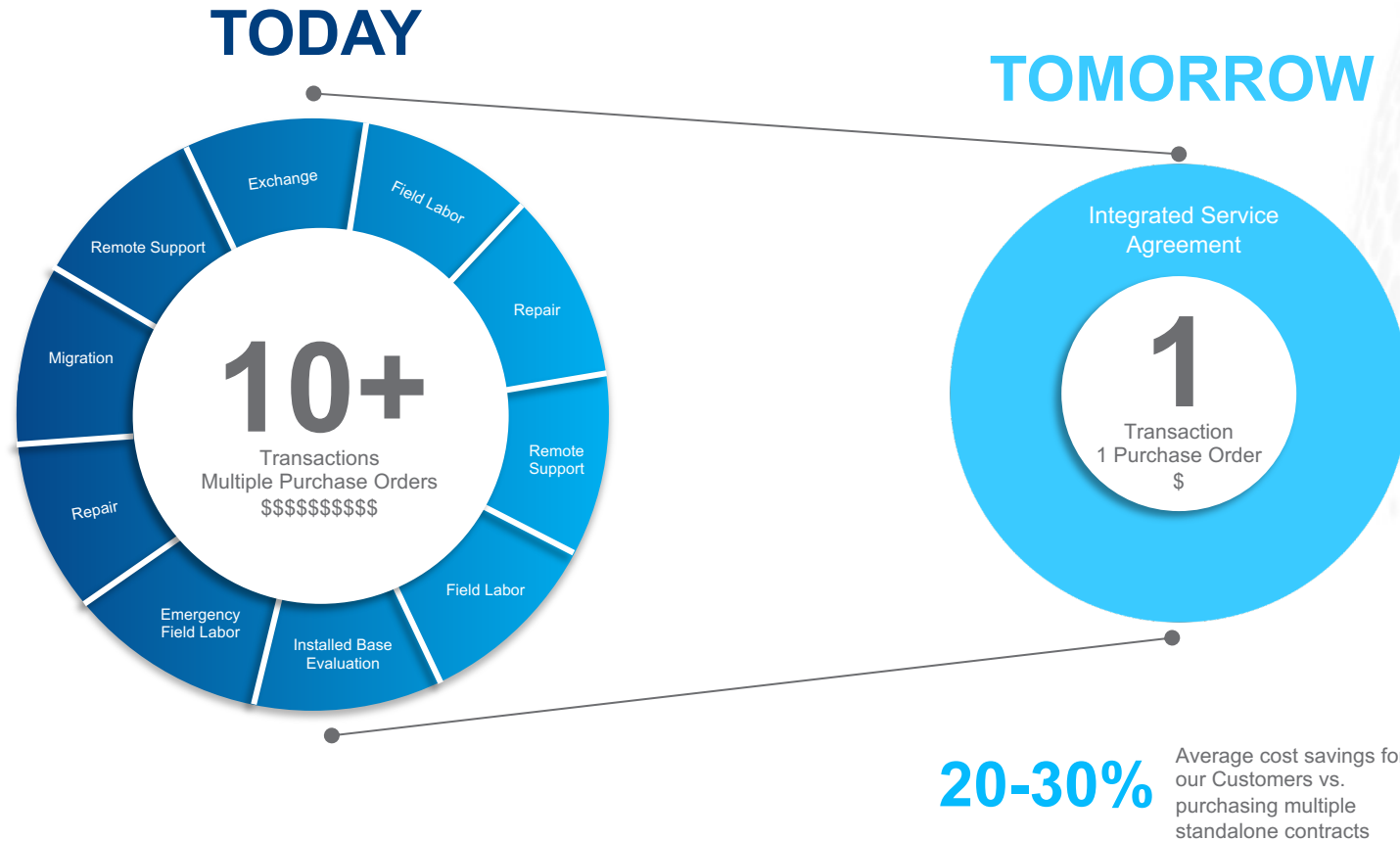
Access to experts quickly,
providing peace of mind

Priority
service

Ability to
scale globally

Analytics-driven insights
and support

THE EVOLUTION TO ONE AGREEMENT



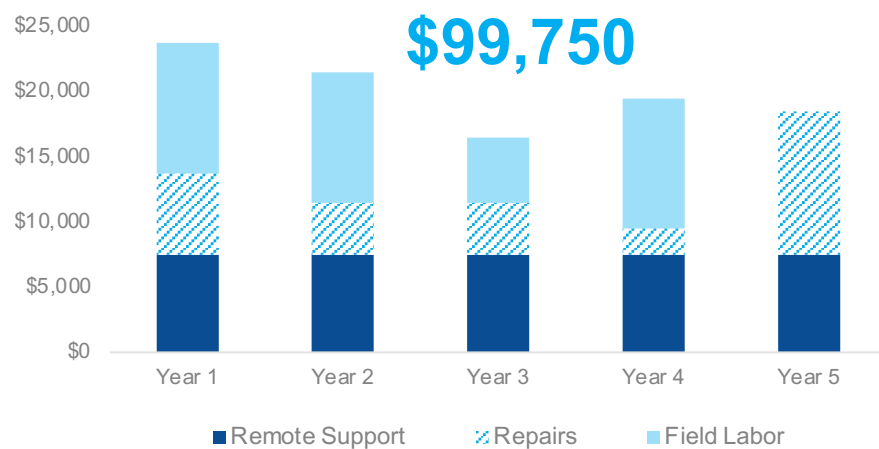
NEW OFFERING – INTEGRATED SERVICE AGREEMENTS

ENTITLEMENTS	ESSENTIAL A flexible, entry level offering focused on support and repair with the option for labor	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
24X7⁽¹⁾ REMOTE SYSTEM SUPPORT⁽²⁾ 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	✓	✓	✓
ANNUAL REPAIR AGREEMENT Access to repair inventory and the ability to restore automation equipment to like-new or better condition with our remanufacturing and exchange services to enhance performance and extend product life.	✓ Customer chooses spend and replacement offered for faster turnaround, if available.	✓ Inclusive agreement that covers all repairs ⁽³⁾ . Replacement offered for faster turnaround, if available.	✓ Inclusive agreement that covers all repairs ⁽³⁾ . Replacement offered for product guaranteed ⁽⁴⁾ .
CONTRACT USAGE ANALYTICS & REPORTS Performance dashboards that allow users visibility and insight to take more effective action.	✓	✓	✓
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.	+	✓	✓ Emergency callout included at no charge (when engaged with Tech Support)
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.		✓ Includes access to My Equipment.	✓ Includes access to My Equipment with asset optimization consultation.
CONTRACT MANAGEMENT A named customer success individual will conduct periodic reviews leveraging data and analytics and share insights with customer to help maximize the value of the services they purchased and enable them to manage their investment more efficiently.			✓
SCHEDULED MAINTENANCE Biannual two-day engagement with Rockwell Automation engineering experts to review the health of Rockwell Automation installed base and provide recommendations for optimization and system improvements.			✓
E-LEARNING TRAINING Highly interactive learning featuring lessons, software simulations, and demonstration videos to help reinforce learning concepts.	+	+	+
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.	+	+	+

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.

RETURN ON INVESTMENT (ROI)

5-Year Support costs **WITHOUT** an Integrated Service Agreement



Reactive (High-Cost)

5-Year Support costs **WITH** an Integrated Service Agreement



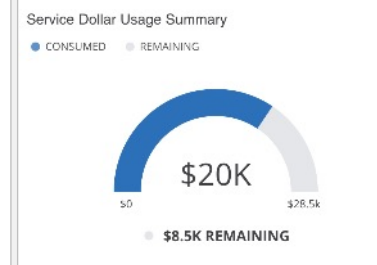
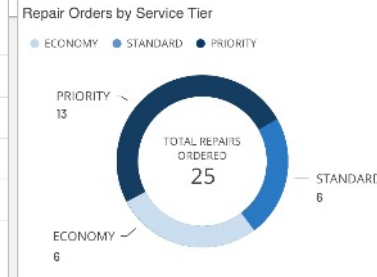
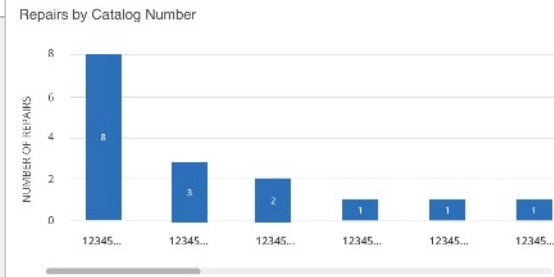
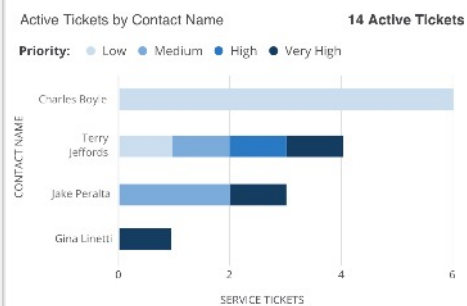
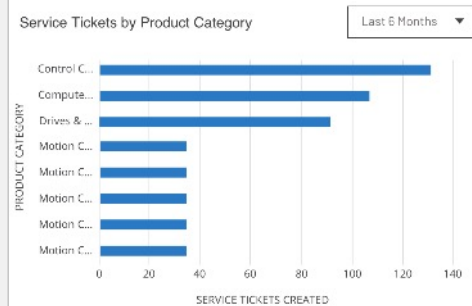
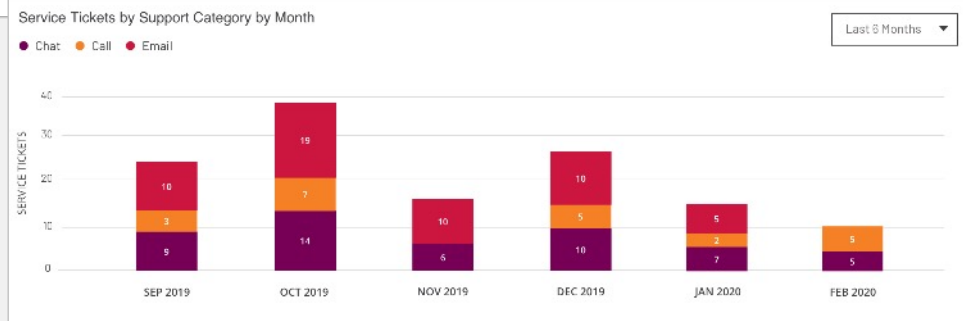
Proactive (Low-Cost)

DATA DRIVEN ANALYTICS

My Services

[View My Account](#)

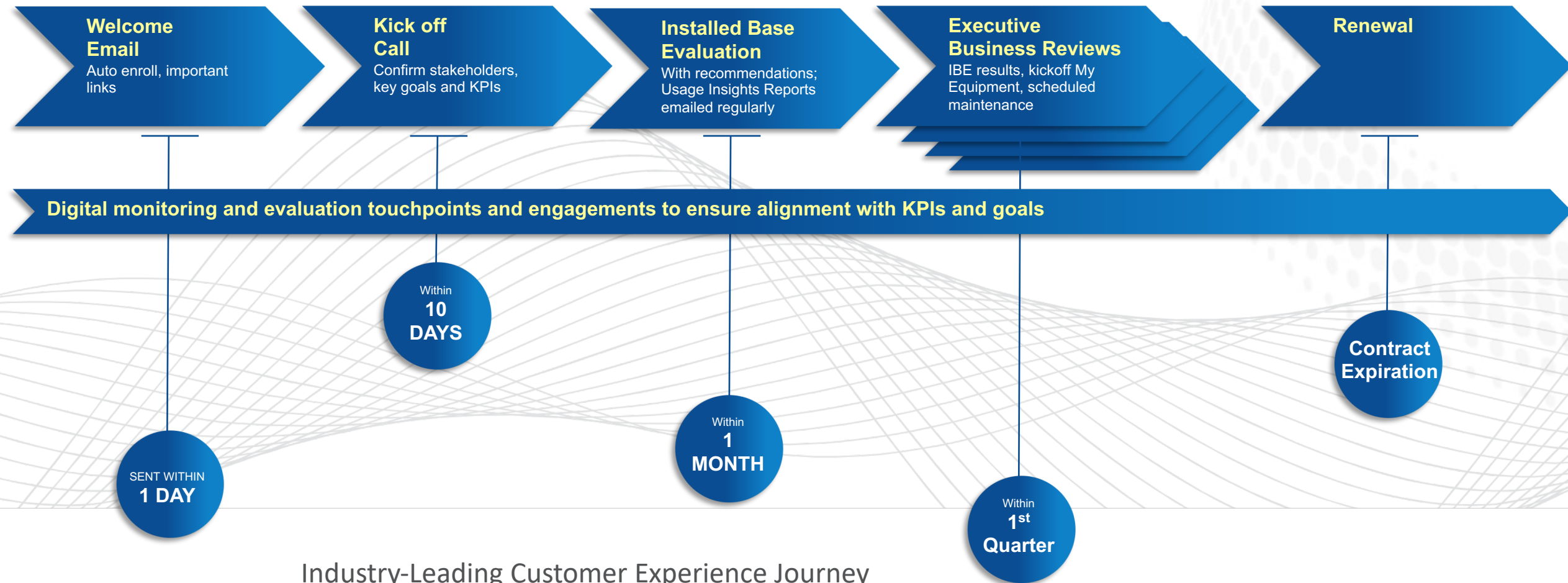
Overview Service Tickets Service Contracts Insights



Gain thoughtful insights into the products in your plant with interactive visuals that help you **develop and support your strategic maintenance plan**

A PERSONALIZED CUSTOMER EXPERIENCE

- A Customer Success Organization that partners with you to help you get the most out of your agreement and meet critical KPIs
- A defined process of *Digital and Manual* interactions to ensure you get the most value from your agreement



Start your lifecycle support transformation

Rockwell Automation has the depth of expertise to provide advanced support across your lifecycle to help optimize your investment

ORGANIZE A DISCOVERY MEETING

Further discuss your business challenges and needs with us.

CONDUCT EVALUATION

Analyze business needs in relation to the services options

BUILD YOUR SUPPORT AGREEMENT

Develop your integrated support agreement to solve your support challenges

Do you have the right level of support in place?



Thank you



www.rockwellautomation.com



expanding **human possibility™**