

TechConnectSM Application Support

Tailored remote support and monitoring to minimize downtime

Features and Benefits

Identify Potential Issues Before They Occur

Surveillance, alarming and data archiving of equipment and processes to recognize and react to trends

Real-time Support Tailored to Your Application

Knowledgeable, effective and efficient support from a designated support team that knows you, your team and your application intimately

Maintain Knowledge, Educate New Team Members

Document system information within your own customized Knowledgebase that uses your business' terminology

Guard Against Disasters and Unforeseen Costs

Application-level administration provides emergency backup, patch and update recommendations and bundled field service call-outs



Get the Support You Need – Customized to Your Application

In production facilities today, you need to do more with less. Between the decline in available skilled resources and the rise in advanced technology, the cost of unscheduled downtime has increased to \$20 billion a year¹, which limits your ability to meet ever-increasing production demands.

To help improve your personnel productivity and efficiency, while reducing your maintenance costs, Rockwell Automation offers TechConnect Application Support. What sets Application Support apart is that it is highly customizable and delivers remote support and monitoring specifically for your application.

Solve critical production issues and unlock the potential of your equipment, process lines or your entire plant with Application Support.

- Decrease instances of downtime that can bring production to a halt
- Minimize the increasing cost of your line being down or running outside of optimal performance parameters
- Improve productivity by proactively monitoring control system infrastructure health, manufacturing networks and critical tags
- Improve maintenance planning through data collection and management of archived machinery issues
- Maintain facility knowledge, regardless of staffing changes

¹Source: ARC Advisory Group, "MAC Approach Continues to Pay Dividends for Owner-Operators", July 2011

LISTEN.
THINK.
SOLVE.®

Extend Your Support Staff — Virtually

Your account will be handled by a designated support team. With members averaging more than 15 years of experience, your designated team will use information gathered by site visits, system drawings and documentation to provide a tailored, real-time support solution for your business' needs. In addition, you are assigned a designated project manager who studies the performance of your plant and schedules periodic reviews to evaluate system performance and give tangible improvement recommendations over the life of your TechConnect Application Support agreement.

Application Support is completely scalable and provides the necessary coverage hours to meet your needs. Optional add-on features can be added for an in-depth approach to preventing downtime events.

Maximize the Value of Your Support

In addition to the standard features of Application Support, we offer a suite of options to enhance and maximize your support agreement. These options can help tailor the best support experience for your application:

Capture and Manage Employee Knowledge

Your employees are key assets with valuable insight into your production process. Plan ahead to document the important knowledge they currently hold before they retire and younger, less experienced employees replace them. Document and capture their knowledge in a site-specific, searchable Knowledgebase to take advantage of documenting issues you've resolved, improving problem areas and increasing overall efficiency. Our Knowledge Management option captures your service ticket history, tech notes and other documentation you specify in a secure Knowledgebase that only your team can access. Over time, your Knowledgebase grows and enables you to discover trends and create solutions, before downtime occurs.

For More Information:

Contact your local sales representative,
distributor, or email
ApplicationSupport_Proposals@ra.rockwell.com
for a customized proposal.

"The Application Support service is critical in helping us avoid equipment and product damage. 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."

Ron Mahan, Centria

Prepare for Emergencies and Field Service

Prevent or mitigate issues resulting from emergencies and arrange for field service, when necessary, with our Emergency Backup and Bundled Field Service Call-Out options. Using the Emergency Backup option, we store all of your critical application files offsite, in a secure location, and can remotely help you to get up and running quickly following a shut down. The Bundled Field Service Call-Out can give you peace of mind that if an issue arises that we cannot troubleshoot and resolve remotely, we'll quickly dispatch a field service engineer to your site to provide on-site assistance.

Monitor System-Critical Data Points Securely for Faster Issue Resolution

The best way to prevent future downtime events is to predict and diagnose accurately. Our Surveillance & Alarming and Data Archiving Options can help you monitor your system-critical data points 24x7 and send notification of issues to Rockwell Automation support specialists and to your facility via text or email. We can provide functionality to track and record historical data by archiving data we can use to identify trends and determine the root cause of incidents. We can also offer different options for monitoring your application 24x7 from a highly secure room at our facility where our team of engineers will receive audible alarms and notifications of any issues. If an alarm is triggered, we'll contact you immediately and help you to resolve the issue, thereby minimizing or preventing potential downtime.

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