

Virtual Support Engineer™

Maximize the uptime of your critical automation assets with a simple, secure and cost-effective service.

Benefits

Real-time Remote Monitoring and Alarming

- Guaranteed response time by Rockwell Automation Remote Support Engineers
- Immediate notification by a Rockwell Automation engineer of issues via email or text message

Data Collection & Analytics

- Data and analytics available on the web, including from mobile devices (iPhone, iPad and Android devices)
- View alarm data and analytics, status, uptime and warning/fault queues through a single portal
- Look at multiple systems or locations in one portal

Simple and Secure Connectivity

- Secure socket layer (SSL) through a standard internet connection
- No inbound packet transfer for a secure-connection

Scalable, Cost-Effective Solution

- Remotely configurable interface
- Purchase only the support you need



Simple and Secure Remote Monitoring for Your Critical Assets

It's often said that "the greatest wealth is health". That's especially true of critical applications and control systems with high hourly costs and the potential for extended loss of production. Understanding the need to keep your system healthy, we offer Virtual Support Engineer. This service allows Rockwell Automation to proactively monitor your assets' critical performance parameters to:

- Reduce downtime
- Expedite troubleshooting
- Maximize productivity
- Optimize your automation investment

Virtual Support Engineer enables your plant personnel to focus on production improvements while Rockwell Automation technical support engineers continuously monitor your performance parameters. If your system experiences a fault, warning or performs out of its defined tolerance, you are immediately notified. Now you are able to save time and money by receiving technical assistance in minutes, rather than waiting hours to troubleshoot your own system.

Even if there are no alerts to your system, quarterly reports provide detailed monitoring parameter performance data to improve your productivity and optimize maintenance. If you do have a downtime event, access to historical information and the ability to remotely access and troubleshoot the system greatly increases the speed of troubleshooting, minimizing downtime and related maintenance costs.

LISTEN.
THINK.
SOLVE.™

Virtual Support Engineer is designed to offer high-performance and maximum security for your entire location, or just key assets, and is scalable to meet your needs. It requires minimal to no modifications to your existing IT environment and communicates only outbound through your standard firewall for a secure connection.

Every Virtual Support Engineer contract includes:

- Remote monitoring of critical infrastructure health
- Standard monitoring profiles for defined assets
- Begin proactive fault remediation within 30 minutes
- On-demand web-based reporting
- 24x7 support

For More Information

Contact your local sales representative or distributor.

Virtual Support Engineer Service for PowerFlex® 7000 Medium Voltage Drives

To monitor PowerFlex 7000 Drives, we deploy the Virtual Support Engineer software on a local Windows based machine. Virtual Support Engineer continuously monitors the drive's critical variables and notifies Rockwell Automation of any events that could impact the drive's performance. It also sends data to the cloud for archiving and performance analytics.

Virtual Support Engineer can be configured to monitor any number of parameters in the drive including:

- Speed
- Current
- Voltage
- Power
- Drive Warning Queue
- Drive Fault Queue
- Drive Status

Features of Virtual Support Engineer

Security

- Use your standard firewalls to protect devices from public access
- Set level of access to specific devices and information
- Record and document all remote sessions
- Designate which information can be transmitted out of facility
- Encrypt data using Secure Socket Layer protocol to prevent interception
- Allow outbound communication only through your firewall – not a VPN connection

Alarming

- Configure multiple alarm categories

Rockwell Automation Support

- 24x7 support from Rockwell Automation remote support engineers

Value Realized by PowerFlex 7000 Customers

Reduce Downtime

- Warnings are passed to engineers that can analyze and provide recommendations to prevent a downtime event

Cost Saving

- Knowledgeable engineers respond quickly to a downtime event and savings are realized by a fast, organized response.
- In most cases even the problem resolution can be identified in less time than it takes for a typical internal response.
 - Average internal response times run between 30 – 60 minutes and too much time is normally invested before seeking outside help
 - Using the Virtual Support Engineer can result in a dramatic reduction in unplanned downtime

Increase Safety

- Remotely access the drive in a safe manner
- Access authorized by on-site personnel

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