

# YOUR DATA, OUR EXPERTISE

reduce costs and improve your maintenance decisions



## Decrease costs

- Simplified budgeting for inventory and repairs
- Repair components vs. buying new
- Reduce quantity of repairs and extend component life
- Minimize total cost of inventory ownership



## Optimize inventory

- Access reports and dashboards to increase your installed base visibility and manage your assets
- Match your spares to your production needs
- Flexible options to update inventory as your installed base changes
- Support for legacy and non-Rockwell Automation products



## Minimize downtime

- Improve Mean Time to Repair (MTTR) and Mean Time Between Failures (MTBF)
- Critical parts available on-site
- Identify common failure modes
- Improve productivity with digital tools for faster decision-making
- Increase machine uptime

## Asset Optimization Services

Get more from your operations through tiered agreements that help you manage your installed base, reduce obsolescence risk, and proactively address downtime issues. Whether you have a single or multi-site enterprise, our services are flexible and scalable to meet your unique needs consistently across the globe.



**On-site Asset Management Program (RAAMP®)**  
 Optimize your investment and let us do the work for you with on-site managed solutions for repairs, storeroom, and warranty.



**Inventory+ service agreement**  
 Minimize downtime risk with ready access to necessary spare parts. Inclusive of all Repair+ benefits.



**Repair+ service agreement**  
 Extend product life and enable a predictable repair speed for better maintenance, repair, and operations (MRO) budgeting.

**Integrated Service Agreement (ISA)**

Maximize value by bundling repair and inventory agreements with an Integrated Service Agreement for a comprehensive, personalized solution to meet your asset management and support services needs.

**69%**

the amount of **wrench time** for best-in class companies **during a downtime event**, compared to 25% for laggards: **where do you fall?**

Source: Improving Productivity and Profitability through Service Fleet Management, Aberdeen Group.

**51%**

of service work cannot be completed the first time, due to a **lack of part availability**. What is your **first-time fix rate; do you have the parts you need?**

Source: Fixing First-Time Fix: Repairing Field Service Efficiency to Enhance Customer Returns, Aberdeen Group.

Is your **asset management strategy** providing you with a good return on your investment?



## REPAIR & MAINTENANCE SERVICES

### Remanufacturing & Repair

Our remanufacturing services provide high-quality repair parts that are both in and out of original warranty and return your assets to “like new” condition, extending the life of your equipment. We are a single source for repair, including support for thousands of other manufacturers. Access your entire repair history and current repair status with **My Repairs**.

### Repair+ service agreement

To reduce your repair spend and provide more predictability for MRO budgeting, a Repair+ service agreement offers additional buying power through bundling your repairs. No individual purchase orders or invoices, and multiple repair service levels to choose from.

### Extended Warranty

Add an extended warranty, either at the time of purchase or after, and rest assured knowing repairs are covered, avoiding the costly expense of new parts.

### Preventive Maintenance

Prolong the life of your parts and increase production uptime with regular preventive maintenance services from our experienced team of field service engineers.



## INVENTORY SUPPORT

### Installed Base Evaluation™ (IBE® service)

A thorough analysis of your critical plant assets and condition helps you develop support plans and obsolescence strategies. With **My Equipment** IBE reports, you can review and analyze data related to your production environment to make data-driven decisions.

### Inventory+ service agreement

Reduce your inventory investment and simplify budgeting while ensuring ready access to critical spare parts that are Rockwell Automation owned, but located on-site at your facility. You choose which parts and have the flexibility to update as needed. If you need more assistance, an Inventory+ Managed service agreement includes managed solutions for repairs, storeroom and product warranty. Leverage IBE data and **My Equipment** dashboards to understand changing production needs and product lifecycle, and update your Bill of Materials as needed.



## MANAGED SERVICES & CONSULTING

### Rockwell Automation Asset Management Program™ (RAAMP®)

A dedicated, on-site resource works with your team to manage your MRO processes. Program deliverables include asset tracking, warranty tracking, repair process setup and tracking, and reliability and cost savings reporting. With the **My Equipment** RAAMP reports, you can access your program data on-demand.

### Storeroom & Reliability Consulting

Consulting services identify your challenges, assess your current state, and build improvement plans to achieve best-in-class storerooms and improve reliability throughout your facility. Consulting services combined with the power of **My Equipment** deliver data-driven insights and recommendations.



## DIGITAL SERVICES

### My Equipment My Services My Repairs

Track and manage your installed assets to make data-driven decisions within the [MyRockwellAutomation portal](#). Benefits include self-service installed base reporting, critical spares recommendations, visibility into obsolescence risk, product safety advisories, and much more.

### Fiix® Platform

The Fiix platform digitizes services delivery and captures your data, providing you with analytics and insights that help drive business outcomes.

# REDUCE

**your downtime risk today.** Let us manage your inventory and asset maintenance so you can spend more time keeping your plant productive.

[Learn more](#)



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expanding **human possibility**®

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Services may vary by region.

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Publication GMSA-SP001C-EN-P - August 2023

Supersedes Publication GMSA-SP001B-EN-P - December 2021

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