

# 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 Learning+
- Option for Inventory+

### ENHANCED

Coverage of all your support services for better protection

- Remote Technical Support
- Repair Services
- Field Services
- Installed Base Evaluation™
- Reports & Analytics
- Option for Learning+
- Option for Inventory+

### PREMIER

Complete coverage and protection that helps you optimize your investment with priority service and proactive engagements

- Remote Technical Support
- Repair Services
- Inventory+
- Field Services
- Installed Base Evaluation
- Contract Management
- Scheduled Maintenance
- Reports & Analytics
- Option for Learning+

## 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

|                                                                                                                                                                                                                                                                                                                    | ESSENTIAL                                                                                |                                                                                                     | ENHANCED                                                    |                                                                                                                                              | PREMIER                                                                                                                  |                                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                                                    | A flexible, entry level offering focused on support and repair with the option for labor |                                                                                                     | Coverage of all your support services for better protection |                                                                                                                                              | Complete coverage and protection that helps you optimize your investment with priority service and proactive engagements |                                                                                                                |
| ENTITLEMENTS                                                                                                                                                                                                                                                                                                       |                                                                                          |                                                                                                     |                                                             |                                                                                                                                              |                                                                                                                          |                                                                                                                |
| <b>24X7<sup>(1)</sup> REMOTE SYSTEM SUPPORT</b>                                                                                                                                                                                                                                                                    |                                                                                          |                                                                                                     |                                                             |                                                                                                                                              |                                                                                                                          |                                                                                                                |
| Access to technical support engineers via chat, phone or the Live View Support <sup>TM</sup> virtual tool; the online support center including Knowledgebase, interactive forums, and product notifications; and the ability to download the latest software update.                                               |                                                                                          |                                                                                                     |                                                             |                                                                                                                                              |                                                                                                                          |                                                                                                                |
| <b>REPAIR+</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.                                                                                                        |                                                                                          |                                                                                                     |                                                             |                                                                                                                                              |                                                                                                                          |                                                                                                                |
| Also included is the Sustainability Calculator for Repairs for digital, easy-to-share insights. Data is converted into actionable insights for sustainability and productivity around emissions, energy and waste.                                                                                                 |                                                                                          | Customer chooses spend and replacement offered for faster turnaround, if available <sup>(2)</sup> . |                                                             | Repair+ Inclusive <sup>(3)</sup> agreement that covers all repairs <sup>(2)</sup> . Replacement offered for faster turnaround, if available. |                                                                                                                          | Repair+ Inclusive <sup>(3)</sup> . Inclusive agreement covers all Rockwell Automation repairs <sup>(2)</sup> . |
| <b>INVENTORY+</b>                                                                                                                                                                                                                                                                                                  |                                                                                          |                                                                                                     |                                                             |                                                                                                                                              |                                                                                                                          |                                                                                                                |
| Access to critical spare parts at your site, without upfront ownership costs. Priority inventory replenishment helps you maximize equipment uptime.                                                                                                                                                                |                                                                                          |                                                                                                     |                                                             |                                                                                                                                              |                                                                                                                          |                                                                                                                |
|                                                                                                                                                                                                                                                                                                                    |                                                                                          |                                                                                                     |                                                             |                                                                                                                                              |                                                                                                                          | Priority replenishment stock stored at Rockwell Automation locations offers faster exchange turnaround time.   |
| <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<sup>TM</sup></b>                                                                                                                                                                                                                                                                      |                                                                                          |                                                                                                     |                                                             |                                                                                                                                              |                                                                                                                          |                                                                                                                |
| A 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>LEARNING+ TRAINING SUBSCRIPTION</b>                                                                                                                                                                                                                                                                             |                                                                                          |                                                                                                     |                                                             |                                                                                                                                              |                                                                                                                          |                                                                                                                |
| A combination of self-paced e-learning, instructor-led courses, labs and additional training content – all in a virtual environment.                                                                                                                                                                               |                                                                                          |                                                                                                     |                                                             |                                                                                                                                              |                                                                                                                          |                                                                                                                |

(1) English language available 24x7. Support in local languages available during normal working hours of 8am-5pm Monday – Friday.  
(2) Exclusions may apply.  
(3) Upon completion of Installed Base Evaluation.



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