

# TechConnect<sup>SM</sup> Support Programs

Telephone and Electronic Support Services  
for Industrial Automation Technologies

**Rockwell  
Automation**  
Global Manufacturing Solutions

# The Help You Need in Today's Industrial World

The pressure is on to reach maximum efficiency—and maximum profits—every hour, of every day, of every year. To prosper, companies must continuously strive to **optimize their operations**. Capacity must be maximized, production cycles must be reduced, inventory control must be carefully orchestrated, staff and equipment must be effectively utilized.

How are companies achieving these goals? Many turn to technology—specifically, plant floor automation. However, as system complexity has increased, many companies have found it difficult to maintain the level of knowledge, skills and experience required to effectively install, operate and maintain them.

What happens in your plant when there is a question . . . or a persistent problem? When the unexpected occurs? When production goes down? Are there sufficient internal resources to **quickly and accurately troubleshoot problems** without taking key staff away from their primary responsibilities? If not, problems may take days, or even weeks, to resolve—and other operations may be impacted while corrective action is performed. Time that often translates into significant hidden costs. Time that could have been spent on core activities that drive business growth.

At Rockwell Automation, we can help. We recognize that companies depend on suppliers more than ever to be a **partner**—seeking to leverage their product expertise and industry experience to help them achieve success. We, unlike anyone else

in the industrial automation market, are uniquely qualified to do so. We've been in the industrial automation market for nearly 100 years—and are the largest company in the world solely focused on manufacturing and servicing industrial automation products.

**We know industrial automation**, and we understand all facets of your operation. We know your business, we know your process, and we know your industry.

We also understand that each company's support needs are different. That's why we created **TechConnect Support Programs**. These phone and electronic support programs are completely scalable to provide **the help you want, how and when you need it**.

Whether you need help on-line or over the phone, during regular business hours or 24x7x365, around the corner or around the world, we have a TechConnect program that can provide the right support solution to help your company deal with the challenges of today's industrial world.



## A RECOGNIZED COMMITMENT TO EXCELLENCE

All Rockwell Automation Customer Support Centers that provide support under the TechConnect program have received Support Center Practices (SCP) Certification. Developed by thirty-five leading technology companies, SCP certification provides the service quality benchmark for support centers and help desks and is awarded annually based on rigid performance requirements. To maintain certification, companies must continue to demonstrate their commitment to excellence and high performance standards.

*When you call Rockwell Automation Customer Support, you'll speak directly to a highly-trained technical specialist with extensive industry experience and product knowledge. Our specialists average over 13 years of industrial automation experience and many are trained in related technologies such as Microsoft®, Oracle, and Ethernet.*

# Think about how much your business depends

on industrial automation equipment. It's your **lifeline . . . the crucial link between people and machines...between production schedules and profitability.**

**Industrial automation equipment is vital to your company's operations—and success.**

With a TechConnect Support Program, your site is always connected to Rockwell Automation's world-class phone and electronic technical support. Whether you need help installing, configuring and maintaining equipment and software, obtaining software and flash firmware versions, diagnosing and fixing operating problems, or performing basic programming tasks, we deliver the tools and answers you need to get and keep your manufacturing and industrial automation equipment up and running.

TechConnect Support Programs are backed by Rockwell Automation's worldwide network of award-winning Customer Support Centers. Reaching almost every region of the globe, our state-of-the art support centers provide unlimited access to the automation expertise and technical resources that assure you'll get the help you need, when you need it.

Our network of support centers feature:

- Direct access to highly skilled, formally trained phone support engineers and technical specialists with extensive industry experience and product knowledge
- A global, state-of-the art contact management system that allows every Rockwell Automation phone support specialist and field support engineer to access your complete, up to the minute support history
- Support for automation products at every stage of the life cycle, including legacy products
- Phone support in over 14 different languages: English, French, Spanish, Danish, Swedish, Brazilian Portuguese, Italian, Polish, German, Mandarin, Cantonese, Japanese, Korean, Flemish/Dutch
- 24-hour, real-time availability of support resources
- Fully equipped labs to replicate complex or unusual problems
- Dial-up diagnostics capabilities to connect directly to your control and drive systems
- A seamless link to Global Manufacturing Solutions' on-site support services and parts replacement

<sup>1</sup> Available languages vary by region

*Through our global network of Customer Support Centers, Rockwell Automation technical specialists can provide real-time phone support in 14 languages.*



## SERVICE PROGRAMS

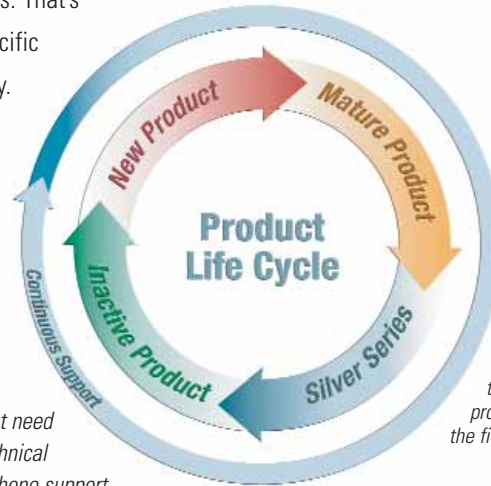
Companies have different support needs depending on the number of shifts they run, the staffing on those shifts, and the type of manufacturing process. That's why our TechConnect Support Programs are scalable to meet your specific requirements. Simply choose the program that's right for your company.

*If you have highly complex or mission critical processes that require the immediate attention of a product expert when a problem occurs, PriorityConnect is the right choice. A PriorityConnect program provides priority phone support (with an unlimited number of cases), exclusive on-line case management tools, proactive case handling/follow-up, software updates on disc or downloadable via the web, and all DirectConnect features. Upgrade options include Dial-up System Diagnostics and 24x7x365 phone support coverage.*

*DirectConnect is the ideal solution for companies that need to supplement internal technical resources with real-time phone support (unlimited number of cases) from product specialists at Rockwell Automation. The DirectConnect program also includes software updates on disc or downloadable via the web, discounts on field service agreements, our Technical Reference CD Collection and a subscription to Support Connection magazine. Upgrade options include 24x7x365 phone support coverage.*

*Our eConnect program provides on-line resources and limited phone support for companies that have non-critical support issues, few planned process improvements, or significant internal troubleshooting capabilities across all shifts. eConnect includes unlimited on-line access to Rockwell Automation support specialists (with a one business-day response), software updates downloadable via the web, and three phone support cases.*

*TechConnect programs provide support for your automation equipment through every stage of the product life cycle, not just the first few years.*



PriorityConnect <sup>SM</sup>	DirectConnect <sup>SM</sup>	eConnect <sup>SM</sup>
<ul style="list-style-type: none"> <li>• Unlimited Priority-Access Phone Support (8am–5pm in your time zone, M-F)</li> <li>• Priority Case Handling</li> <li>• Proactive Case Resolution</li> <li>• Interactive Case Management Web Site</li> </ul>	<ul style="list-style-type: none"> <li>• Unlimited Direct-Access Phone Support (8am–5pm in your time zone, M-F)</li> <li>• Seamless On-site Support Dispatch</li> <li>• 15% Discount Off Labor List Price for On-site Field Service Agreements</li> <li>• Support Connection Magazine</li> </ul>	
<ul style="list-style-type: none"> <li>• Seamless On-site Support Dispatch</li> <li>• 20% Discount Off Labor List Price for On-site Field Service Agreements</li> <li>• Support Connection Magazine</li> </ul>	<ul style="list-style-type: none"> <li>• Seamless On-site Support Dispatch</li> <li>• 15% Discount Off Labor List Price for On-site Field Service Agreements</li> <li>• Support Connection Magazine</li> </ul>	
<ul style="list-style-type: none"> <li>• Priority On-Line Support Requests</li> <li>• Software and Logix Firmware Updates (web downloadable and on disc)</li> <li>• Technical Reference Library on Disc</li> </ul>	<ul style="list-style-type: none"> <li>• On-Line Support Requests</li> <li>• Software and Logix Firmware Updates (web downloadable and on disc)</li> <li>• Technical Reference Library on Disc</li> </ul>	<ul style="list-style-type: none"> <li>• Three Phone Support Cases<sup>2</sup> (8am–5p in your time zone, M-F)</li> <li>• On-Line Support Requests</li> <li>• Software and Logix Firmware Updates (web downloadable only)</li> <li>• Technical Reference Library on Disc</li> </ul>
<p><b>Optional Program Upgrades:</b></p> <ul style="list-style-type: none"> <li>– 24x7x365 Phone Support</li> <li>– Dial-up System Diagnostics</li> </ul>	<p><b>Optional Program Upgrades:</b></p> <ul style="list-style-type: none"> <li>– 24x7x365 Phone Support</li> </ul>	<p><b>Optional Program Upgrades:</b></p> <ul style="list-style-type: none"> <li>– Not available</li> </ul>

<sup>2</sup> Not included in OEM/SI and Education programs

## SERVICE DESCRIPTIONS

### **Priority-Access Phone Support (8am–5pm in your time zone, M-F)**

When your process is down, or you have a critical support issue, every minute counts. With priority-access phone support, your call receives priority status and is automatically routed to a Rockwell Automation support specialist within one minute (targeted response).

### **Direct-Access Phone Support (8am–5pm in your time zone, M-F)**

With direct-access phone support, you can speak directly to a Rockwell Automation support specialist during regular business hours, Monday through Friday.

### **Priority Case Handling**

Open priority cases are kept at the front of the queue and assigned automatic escalation procedures. For complex cases that may require additional time to resolve, we call you with a status update.

### **Proactive Case Resolution**

If you need to try our recommended solution after the phone call, we make a follow-up call to confirm your problem is resolved and provide additional troubleshooting if needed.

### **Interactive Case Management Web Site**

With PriorityConnect web case management tools, you have complete control over all your support case activity. Just log in to our secure Internet site to open, view and create support cases. A powerful tool for tracking case activity and identifying common or critical problem areas.

### **Discount Off Labor List Price for On-site Field Service Agreements**

Receive a 15% or 20% discount off labor list price for Rockwell Automation on-site field service agreements. (Emergency on-site services not included. Cannot be combined with other on-site field service discounts).

### **Seamless On-site Support Dispatch**

If our phone support specialist determines that a problem requires an on-site engineer, no need to call another number. Your call will be connected directly to our central dispatch center, where a dispatch coordinator will use your case information to schedule and send a qualified engineer to your site (on-site support is billed separately).

### **Support Connection Magazine**

Your source for new product information, Technical Tips, current software releases, compatibility matrixes, and features on how to install, operate, and maintain automation technologies. Purchasers of a DirectConnect or PriorityConnect program receive a printed subscription.

### **On-line Support Requests**

Submit support requests on-line to Rockwell Automation support specialists. Answers are provided via e-mail within four business hours (PriorityConnect) or one business day (DirectConnect and eConnect).

### **Software and Logix Firmware Updates**

With a TechConnect Support Program, you have immediate, 24x7x365 web access to the most current updates of Rockwell Software products and Control, Flex, and CompactLogix flash firmware (for any product under support). Purchasers of a DirectConnect or Priority Connect program may also request updates on disc at no extra charge—including the option to have them sent automatically when coordinated launches are released.

### **Technical Reference Library on Disc**

Published annually, our comprehensive reference library contains electronic versions of Rockwell Automation product manuals and the Rockwell Automation Knowledgebase. The Knowledgebase consists of Frequently Asked Questions, technical tips, sample code, known product anomalies and workarounds, application notes, links to hotfixes and service packs, documentation, general information and detailed explanations of Error Codes. Ideal for use on plant floor or in locations where Internet access is unavailable.

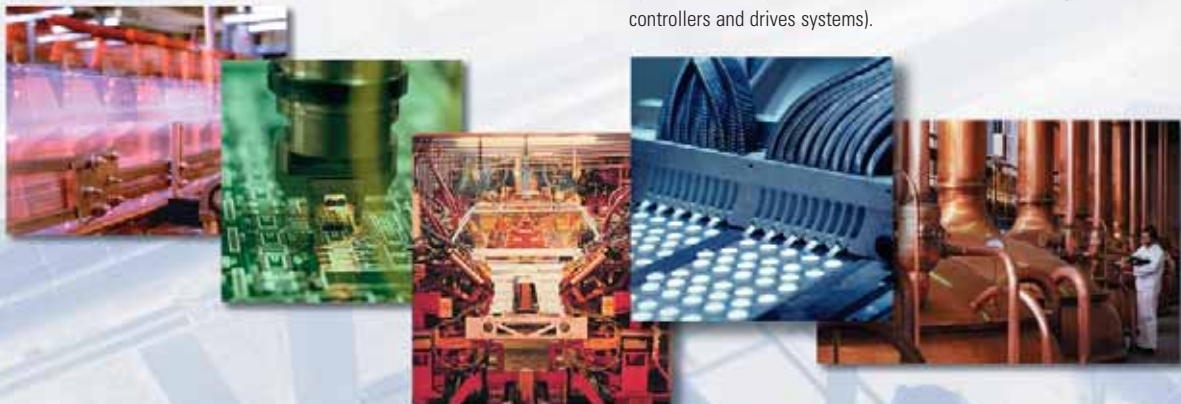
### **Optional Program Upgrades**

#### *– 24x7x365 Phone Support*

Extend your phone support coverage to include nights, weekends, and holidays.

#### *– Dial-up System Diagnostics*

Can't describe a problem over the phone? With dial-up diagnostics, our support specialists can remotely access control and drive systems to quickly identify and troubleshoot a machine, module, or the entire system. Storage of system prints (with ability to upload or download to your system) and burning programs to EPROMs also available upon your request. (Service is sold per system and is only available for SLC™, PLC-5®, ControlLogix™ controllers and drives systems).



At Rockwell Automation, we recognize that OEMs and systems integrators have unique support needs, often varying based on the requirements specific to each project or customer. TechConnect Support Programs were created with these unique needs in mind. Programs offer a wide range of technical resources that are scalable to provide the level of support your project teams need in the development and deployment of solutions using Integrated Architecture and other industry-leading Rockwell Automation technologies.

Whether you have a new project or are upgrading an existing installation, our experienced support specialists are available 24x7x365 to provide assistance and troubleshooting at any point in the project cycle — from design, to installation, to testing, to start-up. With your TechConnect program, you also receive the latest software updates, electronic product documentation/manuals, TechTips, sample code and a variety of other tools and resources that can help you leverage industry best practices, shorten design cycles, resolve operating problems, and meet delivery schedules.

## TechConnect for OEMs and Systems Integrators



# THE TECHCONNECT ADVANTAGE

## Flexibility

### ***Choose the Level of Support that Best Fits Your Needs***

- Choose one of three service levels to best supplement your internal technical resources, and provide the support you need, when you need it
- Easily upgrade your service level, add options, or change product coverage without purchasing a new program

## Simplicity

### ***Manage and Receive Support Under One Program***

- Product coverage based on ten families, not thousands of individual products
- No need to purchase support separately for older equipment; product families include coverage for current and legacy products
- Cover an entire site or multiple sites under one program
- Annual, site-based renewal process
- Easy to order — just call your Rockwell Automation sales office or authorized distributor and specify desired product families, the service level for each, and time coverage

## Efficiency

### ***Meet Project, Production and Business Goals***

- Reduce unplanned downtime through improved access to and availability of troubleshooting resources
- Improve productivity through better utilization of technical resources and operation of automation equipment
- Meet regulatory compliance through proper implementation of automation technologies according to industry guidelines and agency requirements
- Decrease time to market through faster integration of new equipment and systems
- Meet design, delivery, installation/startup, and other project requirements by leveraging Rockwell Automation technical resources throughout the project cycle

## Security

### ***Obtain Peace of Mind***

- Whether you are an end user, OEM, or systems integrator, a lot is riding on your specification and use of automation equipment. With TechConnect, you'll get the peace of mind that can only come from partnering with an industry leader that can provide comprehensive technical resources to help you realize the maximum benefit from automation technologies.

