

INTEGRATED SERVICE AGREEMENTS



NEW OFFERING

ENTITLEMENTS	ESSENTIAL A flexible, entry level offering focused on support and repair with the option for labor	ENHANCED Coverage of all your support services for better protection	PREMIER Complete coverage and protection that helps you optimize your investment with priority service and proactive engagements
24x7⁽¹⁾ REMOTE SYSTEM SUPPORT⁽²⁾ Access to technical support engineers via chat, phone or the Live View Support™ virtual tool; the online support center including Knowledgebase, interactive forums, and product notifications; and the ability to download the latest software update.	INCLUDED	INCLUDED	INCLUDED
ANNUAL REPAIR AGREEMENT Access to repair inventory and the ability to restore automation equipment to like new or better condition with our remanufacturing and exchange services to enhance performance and extend product life.	INCLUDED Customer chooses spend and replacement offered for faster turnaround, if available.	INCLUDED Inclusive agreement that covers all repairs (3). Replacement offered for faster turnaround, if available.	INCLUDED Inclusive agreement that covers all repairs (3). Replacement product guaranteed (4).
CONTRACT USAGE ANALYTICS & REPORTS Performance dashboards that allow users visibility and insight to take more effective action.	INCLUDED	INCLUDED	INCLUDED
FIELD SERVICES 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.	OPTIONAL	INCLUDED	INCLUDED Emergency callout included at no charge (when engaged with Tech Support).
INSTALLED BASE EVALUATION™ An annual detailed analysis of your critical plant assets and condition to help you make data driven decisions regarding support and obsolescence management.	—	INCLUDED Includes access to My Equipment.	INCLUDED Includes access to My Equipment with asset optimization consultation.
CONTRACT MANAGEMENT A named customer success individual will conduct periodic reviews leveraging data and analytics and share insights with customer to help maximize the value of the services they purchased and enable them to manage their investment more efficiently.	—	—	INCLUDED
SCHEDULED MAINTENANCE Biannual two day engagement with Rockwell Automation engineering experts to review the health of Rockwell Automation installed base and provide recommendations for optimization and system improvements.	—	—	INCLUDED
LEARNING+ TRAINING SUBSCRIPTION A combination of self paced e-learning, instructor-led courses, labs and additional training content all in a virtual environment.	OPTIONAL	OPTIONAL	OPTIONAL
PARTS MANAGEMENT Rockwell Automation owned and managed critical spare parts located either on-site or at a remote location, to help you maximize equipment uptime while reducing overall inventory carrying costs.	OPTIONAL	OPTIONAL	OPTIONAL

- 1) English language available 24x7. Support in local languages available during normal working hours of 8-5 Monday-Friday.
- 2) The purchase of an agreement offers the ability to purchase Learning+ subscriptions at prices only available to support agreement Customers.
- 3) Exclusions may apply.
- 4) Upon completion of Installed Base Evaluation.

To find out more and choose the support package that meets your needs, speak to your Routeco Account Manager or email services@routeeco.com