

ROUTEKO SERVICES



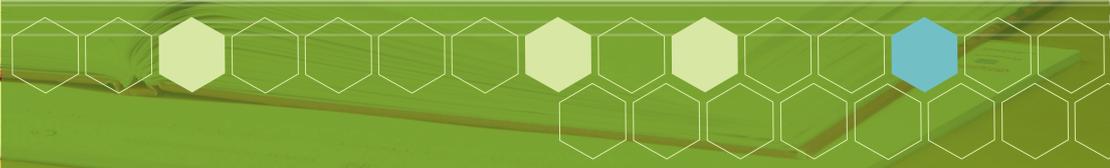


A Strategic Approach to Services

Serving industry has been our prime focus since 1978.
Our clearly defined mission statement identifies our objectives: 'Routeco's purpose is to serve the manufacturing industry by providing technical and business solutions through professional collaboration and service excellence in order to become a partner of choice to our customers and suppliers.'

Value-added services differentiate us from our competition.
We have a proven track record of reducing customer costs through understanding operational efficiencies. This is achieved by utilising our team of specialists delivering technical excellence complemented by our value-added services.

As the leading automation, control and process supplier in the UK, our Manufacturing Solutions and Services team are primed to support your business. We have a large portfolio of products and additional services including: engineering support, managing assets, assessments to ensure best practice, compliance programmes and training and warranty repairs - all geared to help provide strategic solutions and add value to your business.





Working alongside Rockwell Automation, we can provide you with **TechConnect** Contract Support, which means your site can have unlimited access to the Rockwell Automation 'global network' of technical support centres and resources.

Options:

TechConnect offers you four levels of support to meet your needs:

Key Features:

- > Maintain and Update Your Software.
- > Access Comprehensive Online Support.
- > Obtain Real-Time Telephone Support.
- > Knowledgebase Access.

Address technical challenges.
Information you need - when you need it.

	Self Assist	Product Support	System Support	Application Support
Downloadable Software Updates	Yes	Yes	Yes	Yes
Support Centre Access (online)	Yes	Yes	Yes	Yes
Knowledgebase Access	Yes	Yes	Yes	Yes
Online Service Ticket Management	Yes	Yes	Yes	Yes
Real Time Phone Support		Yes	Yes	Yes
Remote Desktop Capability		Yes	Yes	Yes
Access to Systems Level Engineers			Yes	Yes
Dedicated Ticket Owner to Close			Yes	Yes
Site Visit to Gather Documentation				Yes
Technical Account Management				Yes
Schedule Consulting Time				Yes
24 / 7 / 365 Upgrade (optional)		Yes	Yes	Yes



Evaluation of operational maintenance needs can only be achieved when an accurate inventory of equipment is available. An **Installed Base Evaluation (IBE)** provides a total understanding of lifecycle status and risk, enabling obsolescence management and maintenance planning.

Features include:

- > Detailed reports by location, part number and quantity.
- > Managing asset lifecycle, spare parts and inventory reduction.
- > Gap analysis - migration / standardisation.
- > Reducing production downtime.
- > Storeroom evaluation.
- > Environmental condition report.
- > Recommended spares report.
- > Maintenance planning sheet.
- > Non-Rockwell Automation installed base (if applicable).

Data Collection > Data Validation > Analysis and Reporting

Active	Most current offering within a product category.
Mature	Product is fully supported, but newer product or family exists. Gain value by migrating.
End of Life	Discontinued date announced - look to migration and last time buys. Orderable until the discontinue date.
Discontinued	New product no longer manufactured or produced. Repair/exchange services may be available.

Additional Maintenance Services include:

- > Industrial condition monitoring
- > Vibration measurement and analysis
- > Infrared thermography
- > Stratus Technologies support (information on request)





For the majority of industries within the UK, service and asset performance has become critical to success. Effectively managing the lifecycle of your spare parts inventory is vital to reducing unplanned downtime and improving your bottom line.

Strategic Maintenance Agreement (SMA)

Features include:

- > Ensure availability - right product, right place, right time.
- > Reduced downtime.
- > Fixed annual / quarterly price – stabilises your maintenance budgeting.
- > Adapts to installed base – minimises inventory and operating costs.
- > In-Service warranty on agreement stock – reduces costs.
- > Strategic Support Engineer scheduled visits and emergency 24/7 call out options.
- > Preventative and Software maintenance.
- > Training needs / coaching.
- > Obsolescence management.
- > Annual Review.

Risk Identification	Risk Mitigation	Risk Elimination	Risk Elimination
Installed Base Evaluation with asset status Lifecycle Analysis	Service contract designed to maximise life of discontinued products	Migrate immediately, planning and support services	Service contract provides parts management. Parts right place right time
Installed Base Evaluation	Lifecycle Agreement	Conversion Services	SMA

REPAIR SERVICES



One stop shop for automation, electronic and electro-mechanical repairs.

Working alongside repair partners, we can offer you a cost effective repair service, including all manufacturer products.

Products include:

- > PLC
- > HMI
- > Inverters / AC Drives
- > Servo Drives
- > Motors and Encoders
- > Gearboxes
- > Industrial PC

A unique single source service:

- > 12 months warranty
- > 100% fully functional test repairs

Repair / Exchange		Exchange
Repair Economy Service > Revision updates > OEM spec components > OEM Functional Testing > Warranty tracking Service Level > Lead time: Up to 4 weeks > Quotation / PO process > Warranty: 12 months > Ship cost: not included	Repair / Exchange Standard Service > Same as Economy plus > Uses Advance Exchange inventory Service Level > Lead time: 5 / 7 days > Quotation / PO process > Warranty: 12 months > Ship cost: included	Advance Exchange Priority Service > Same as Standard plus > Uses International Exchange inventory Service Level > Lead time: Up to 4 weeks > PO required, return 14 days > Warranty: 12 months > Ship cost: included
Customer with: > High Quality Expectations > Extensive spare inventory > Tolerance for repair / inspection turnaround > Price sensitivity	Customer with: > High Quality Expectations > Fair spare inventory > Fast turnaround needs > Value price objectives	Customer with: > High Quality Expectations > Limited spare inventory > Significant Downtime cost > "Machine down" situation



Services are performed at your site to supplement maintenance and engineering activities and improve overall equipment effectiveness. A network of field service professionals can perform services on both Rockwell Automation and non-Rockwell Automation products.

Core Onsite Services Include:

- > Conversion and Migration
- > Commissioning
- > Software Service Packs
- > Emergency Callout

Onsite Services are billed on a time and material basis or quoted fixed price.

Available on an as-needed, scheduled, or full-time basis, we help you meet your specific needs throughout the lifecycle of your maintenance strategy.

Transactional Services	Project Services	Contract Services
<ul style="list-style-type: none"> > 24 / 7 Emergency Support > Scheduled Callout Service > Application Support > Commissioning / Start-up 	<ul style="list-style-type: none"> > Conversion Services > Product Updates > Technology Migrations > Small Projects > Safety Remediation > Network Building > Turn-key Solutions 	<ul style="list-style-type: none"> > Embedded Engineering > Preventive Maintenance > Scheduled Visits > Start-up and Commissioning > Block of Time with Guaranteed Response
		



Your employees are your greatest asset. To achieve peak manufacturing performance, you need technologies and processes driven by highly trained employees. Ongoing training is an important component of a strategic approach to maintenance.

Manufacturer approved Training Services within the following categories:

- > Logix
- > Visualisation
- > Software
- > Internet of Things
- > Power / Motion Control
- > Legacy
- > Process
- > Safety
- > Condition Monitoring
- > Integrated Architecture

Additional support:

- > Training Savings Account
- > Training Advisor
- > PSS Coaching

Complementary Training also available from Routeco Partners:

- > Safety / PLC / HMI / Networking / ATEX
- > Electrical and Mechanical Skills
- > Pneumatics

Instructor Led	E - Learning	Training Products
Training Centre or Onsite <ul style="list-style-type: none"> > Scheduled Courses <ul style="list-style-type: none"> > Profile documents > Curriculum Courses <ul style="list-style-type: none"> > Programmer / Maintainer > Certifications > Tailored options > Custom Applications 	Computer or Web Based <ul style="list-style-type: none"> > RS Trainer - CD <ul style="list-style-type: none"> > Exercises and Simulations > Post-tests > Interactive, Self-paced > Virtual Classroom <ul style="list-style-type: none"> > Online 	Hardware and Support <ul style="list-style-type: none"> > Workstations > Job Aids <ul style="list-style-type: none"> > Documentation / Guides > Training Advisor > Training Saving Account
		





Expertise in both the IT and Industrial Automation work spaces.

By partnering with the likes of Rockwell Automation, Panduit, Cisco, VMware, Microsoft and others, we can provide a comprehensive solution for your industrial networking needs.

Unlock the Value of the **Industrial Internet of Things (IIOT)**

- > Audit your existing networks
- > Design or upgrade your network infrastructure
- > Review your cyber security policies
- > Enable data within your machines
- > Protect your critical software applications
- > Maximise production with real-time data analytics

Rockwell Automation - Network Security Services

- > Assessment
- > Design
- > Implementation
- > Validation
- > Remote support (TechConnect)

Industrial Data Centres

- > Turnkey solution
- > Virtualisation
- > Consolidation of hardware, server and operating systems



A safety team are available to assist end users, integrators and OEMs at any step of a safeguarding project.

The Safety Life Cycle helps maximise productivity and improve safety by identifying the steps required to assess and mitigate machinery risks:

- > Risk Assessments
- > Safety Circuit Analysis
- > PUWER regulations
- > Machine Stop Time Services
- > Hazard Assessments
- > Safety System Design
- > CE Conformance
- > TÜV Rheinland certified training



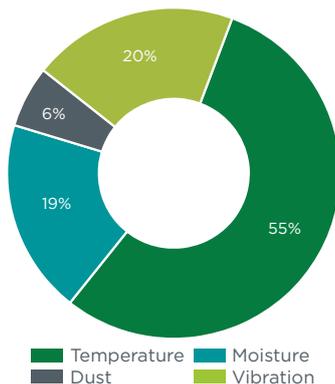
All findings are documented in formal reports containing safety category requirements and recommended safeguards. Where non-conformances are identified, a practical solution or control measure will be suggested.



Principle benefits of maintaining enclosure and process cooling units, air/water heat exchanges, chillers etc. are optimising equipment reliability, maximising working up-time and protecting your critical assets and investments.

Rittal Services also cover third party equipment. Such as:

- > Pfannenberg
- > Texa
- > Cosmotec
- > McLean
- > Fanis
- > Axair



Rittal Services	Rittal 'RiAssure3'
Site Services <ul style="list-style-type: none"> > Installation > Test / commissioning > Repairs & spares 	Thermal Survey <ul style="list-style-type: none"> > Identify risk > Data log > Written report
Maintenance Contract <ul style="list-style-type: none"> > 5 option level > Customised > Call-out / timed response > Telephone support 24/7 	Cooling Equipment Health Check <ul style="list-style-type: none"> > Condition > Efficiency > Service suggestions > Value add

Routeco has successfully established itself as one of Europe's leading distributors of industrial automation and control products. Over an impressive period of sustained and continuous growth, Routeco has secured a network of sales locations employing over 300 personnel.

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