

TechConnect™ Support

Your Trusted Resource for Knowledge and Support



LISTEN.
THINK.
SOLVE.®

 Allen-Bradley • Rockwell Software

Rockwell
Automation

Take Advantage of Worldwide TechConnect Support Resources

Each day, you face new challenges that can make it difficult to meet your production goals and prevent or overcome operational issues. Your workforce is aging, your staff and/or your budget may be getting leaner or maybe you just want some assistance.

- Improve productivity of maintenance personnel and automation equipment by identifying training opportunities
- Speed time-to-market by integrating new equipment and systems more quickly
- Reduce downtime by improving availability of, and access to, technical resources and troubleshooting
- Reduce administrative time spent managing your installed based and support coverage
- Minimize time and cost of maintenance activities

“It is true that Rockwell Automation has a vast expanse of high quality product, but it is your employees who make the difference between Rockwell Automation and your competitors. Simply put, it is people doing business with people - the corporation just provides the context for collaboration.”

Gerrit Marks, Owner of Application Solutions



Multiple Support Centers provide “Follow-the-Sun”, 24x7 support with more than 350 engineers helping you in more than 20 languages.

“For Steelcase, the benefits are visible down to the bottom line. Because we could add PlantPax system support to our existing TechConnect contract and eliminate the service agreement with our old DCS vendor, we’re saving around \$25,000 per year. And, if there’s something we’re unsure of, we can utilize the Rockwell Automation TechConnect team or Knowledgebase online database for timely and cost-effective support that ultimately gives us peace of mind.”

Eric Newsome, Senior Automation Engineer, Steelcase

Throughout all of your challenges, TechConnect Support is there for you. We help you to:



Maintain Your Software

- Prevent crises, extend functionality and improve your users’ experience by maintaining your firmware and software revision levels
- Download updates or request media shipments
- Receive replacement media in case of emergency



Take Advantage of Comprehensive Online Resources

- View an archive of answers and solutions cultivated from actual support cases in our Knowledgebase
- Submit questions online or chat live with our highly trained technical support engineers
- Manage your telephone and online interactions, product notifications and favorite content via your own personal portal
- Effectively manage training needs/budget and improve employee performance with Training Advisor
- Interact with your peers in our forums to discuss troubleshooting and share best practices



Obtain Real-time Telephone Support

- Converse real-time, in your local language, with specialists who can help install and configure, troubleshoot or diagnose to expedite resolution and help you prevent complex technical issues
- Leverage this support when you need it, 24x7x365



Achieve Your Business Goals With TechConnect Support

Meet our customers and hear what they say.



Rajesh, Owner/OEM

My goals are to:

- Build and ship three machines per week
- Continually improve processes
- Ensure customer specifications are met to keep satisfaction high



Kai, Process Engineer

My goals are to:

- Implement programs to increase efficiency and lower lifecycle costs
- Develop, apply capital improvement projects
- Ensure smooth production processes



Howard, Support Engineer

My goals are to:

- Provide professional execution and timely delivery
- Maintain high customer satisfaction
- Promote teamwork to improve quality



Fabrizio, Maintenance Engineer

My goals are to:

- Reduce unplanned maintenance, failures
- Improve production up time
- Increase machinery lifespan
- Ensure safe work environment



Application Support: Rajesh, Owner/OEM

is designed for customers who desire a very high degree of personalized support, like Kai or Rajesh.

"Rockwell Automation designated a unique team of support engineers to partner with me and support my application. After visiting my site and becoming familiar with my application, they were able to identify potential problems that would have caused downtime. Because of these improvements, I have been able to continue steady production and meet my expectations and the expectations of my customers." - Rajesh

System Support: Kai, Process Engineer

is intended for customers with advanced communication, information and process software and complex production systems, like Rajesh or Kai. Typical customers may include those with advanced HMI and Communication, Information and/or Process software such as PlantPAx™, RSVIEW®32, FactoryTalk® View, FactoryTalk Historian, FactoryTalk AssetCentre and FactoryTalk Batch.

"When I need assistance, I work with a dedicated, single point of contact who owns my tickets from start to finish. Every month, I'm invited to participate in a webinar to learn the best practices for using particular products and technologies. These features have allowed me to better implement process improvements with no disruptions to our business processes." - Kai



“What I find most valuable about genius webinars is the opportunity to learn more about products so I can make my company more efficient.”

Douglas Edlund, Senior Controls Engineer

Product Support: Howard, Support Engineer

is ideal for customers with discrete hardware and basic programming and communication software, like Howard or Fabrizio. Typical customers may include those with standard control, PanelView™, drive and motion devices and RSLogix™ programming software and/or RSLinx® communication software.

“Having Training Advisor included with TechConnect has been a key for me. I’ve been able to utilize it to identify where knowledge gaps exist on the maintenance staff and help determine where we should invest our training dollars. It’s allowed us to be more strategic and drive quality.” - Howard

Self-Assist Support: Fabrizio, Maintenance Engineer

is intended for customers who are experienced engineers with deep understanding of Rockwell Automation products who prefer to address their own support needs, like Fabrizio.

“I’m able to support our line by myself, but having access to online tools and software downloads have made me more efficient. The archive of questions and answers have been key to me because I’ve found many of the challenges I have encountered have already been addressed!” - Fabrizio

Added Value for Your Support Agreement

Leverage the following online support tools to get the most out of your support agreement.

With the purchase of a TechConnect Support agreement, you receive access to the Support Center, Training Advisor and webinars.

Support Center

The Rockwell Automation Support Center lets you search the Knowledgebase for answers to your questions, interact with peers through forums, submit questions online, bookmark information using the “Find My Stuff” feature, request notification of updates and chat with Rockwell Automation engineers.

In the Support Center, you will find brief video tutorials that illustrate how to use various features to help you unlock all the potential of this robust web portal.

Training Advisor

With the purchase of a TechConnect Support agreement, you receive a single manager/administrator license for Training Advisor, an online tool to help you assess employee competency on a variety of products based on job task. Using this tool, you can generate a tailored training plan for each staff member to maximize your training dollars.

Genius Webinars

Genius Webinars are hour-long technical presentations that provide tips, best practices and demonstrations for our products and solutions. View or download recordings of these sessions on-demand from our online library in the Support Center.

Educational Webinars

Our Educational Webinar series is designed to help you get maximum value from our tools and services. Learn about new methods to tackle your business challenges, discover ways to unlock the hidden potential of your business and leverage the industry expertise of Rockwell Automation.

Customized Support for Your Application

Improve your personnel productivity and efficiency, in addition to reducing your maintenance costs, with TechConnect Application Support.

Application Support is our most comprehensive, flexible and tailored support offering. We can build you a service package that fits the exact needs of your operations and actively minimize downtime events.

Support tailored to your application

- Designated support team that becomes familiar with your application, facility and team
- Performance reviews to reveal trends and areas for improvement and optimization
- Dedicated telephone and email points of contact for quicker and customized response
- Documentation, system and code familiarization for faster reference and troubleshooting

Surveillance, alarming and data archiving

- Recognize trends to solve issues before they lead to a downtime event
- Device and process monitoring, coupled with alarming, for quick action before you even place a call
- Historical data and service ticket reports to reduce future downtime events, optimize your system and make troubleshooting easy

Application-level administration

- Protection against disasters and unforeseen costs
- Emergency backup of programs to ensure continuous operations
- Patch and update recommendations to minimize risks
- Optional bundled field service call-out to simplify your contracts

Site-specific knowledge management

- Maintain facility knowledge, regardless of staffing changes
- Educate new team members
- Customized Knowledgebase access, using your terminology

“The Application Support service is critical in helping us avoid equipment and product damage. The support we get from the staff is phenomenal. It’s like having someone continuously standing over your shoulder, constantly pointing out potential problems and then letting you know how to correct them.”

Ron Mahan, Centria

TechConnect Support Options

Self-Assist Support	WELCOME KIT Essential support agreement information / Support authorization number / Local support telephone number / User guide
	SOFTWARE MAINTENANCE I Software update downloads
	ONLINE SUPPORT CENTER ACCESS Knowledgebase tech notes / Interactive forums / Product notifications / Manage service tickets / Submit questions via email
Product Support*	REAL-TIME, PRODUCT-LEVEL PHONE SUPPORT Standard product and programming software / Telephone and live chat support available in 20+ languages/Remote desktop troubleshooting
	TRAINING ADVISOR An online assessment tool to help you determine the knowledge of your workforce and to build a tailored training plan
	SOFTWARE MAINTENANCE II Software update media / Emergency software replacement
System Support*	REAL-TIME, SYSTEM-LEVEL SUPPORT Standard product and programming software / Advanced software / Proactive follow up / Single-point resolution
	REMOTE ACCESS AND ALARMING OPTIONS Remote connection to your system, providing Rockwell Automation engineers remote access and alarming to troubleshoot issues collaboratively and proactively
	GENIUS WEBINARS Extend and apply knowledge gained via access to on-demand library of online technical seminars
Application Support*	REAL-TIME APPLICATION-LEVEL SUPPORT Designated support team / Dedicated telephone and email / Documentation and code familiarization / Periodic performance reviews
	SURVEILLANCE AND ALARMING OPTIONS Device and/or process monitoring and alarming at Rockwell Automation facility or remotely / Access to historical data for troubleshooting
	APPLICATION-LEVEL ADMINISTRATION OPTION Emergency backup / Performance tuning / Guaranteed field service call-out

* Optional 24x7x365 upgrade

NOTE: You may select different TechConnect Support service levels for different areas of your plant or application. Please consult your local Rockwell Automation sales representative or distributor for details.

For a complete list of supported products, visit:
www.rockwellautomation.com/services/online-phone/techconnect.page

Rockwell Automation, Inc. (NYSE:ROK), the world's largest company dedicated to industrial automation, makes its customers more productive and the world more sustainable. Throughout the world, our flagship Allen-Bradley® and Rockwell Software® product brands are recognized for innovation and excellence.

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