



PRODUCT AND APPLICATION SUPPORT

Minimize Downtime Risks with Industrial Support Services

If your equipment goes down, how prepared are you to recover quickly? Most companies require some level of outside support, especially as they encounter greater skills shortages, obsolescence risks, and operational complexity. Our industrial support services give you one point of access to highly trained engineers and replacement parts when you need them.

Product and Application Lifecycle Support

Maximize Productivity and Put Your Mind at Ease with Flexible Industrial Support

Our product and application support services cover the entire lifecycle of your automation systems. When you work with us, you can choose cost-effective, scalable offerings that provide an escalating level of support and value to meet your requirements. These offerings are designed to enable faster downtime recovery, cost-effective off-shift support, lower maintenance costs, and better visibility to asset obsolescence.



Product & Application Lifecycle Support Brochure

On-demand Support

Address Top Challenges or Fill Skills Gaps with As-needed Support Services

Sometimes you need limited support on an as-needed basis. Our On-Demand Support services can be chosen based on your specific needs, and used when you need it.

TechConnectSM Support can connect you with skilled support engineers to troubleshoot issues. We can send engineers to assist with troubleshooting or maintenance with field callout services. Our remanufacturing services can restore your equipment to its original operating condition. Also, training classes can help you better maintain your equipment.

Related Products and Services

- [Remote Support](#)
- [Field Services](#)
- [Industrial Repair Services](#)
- [Remanufacturing and Exchange Services](#)
- [Extended Warranty](#)
- [Open Enrollment Training](#)



Integrated Support

Weave Services into Your Daily Operations to Stay Productive

Outside support can be especially effective when it works with your workforce. Our Integrated Support is seamlessly woven into your day-to-day operations to help reduce and prevent downtime. Support can be delivered remotely or on-site, and tailored to your needs.

Our services include parts management to help ensure you have access to the parts you need. Assurance™ Integrated Support can help with emergency services such as remote support engineers, replacement-parts delivery, and on-site engineering.

Related Products and Services

- [Parts Management Agreement](#)
- [Assurance Integrated Support](#)
- [Remote Monitoring and Analytics](#)
- [Modernization Services](#)
- [Legacy Support and Lifecycle Extension](#)

Assurance Integrated Support ensures an engineer and the parts you need, onsite without affecting budget. Minimize the impact of downtime and get your operation up and running sooner.

Watch How Our Support Reduces Downtime

Managed Support

Customized Support to Improve Your Performance

Services that supplement your on-site staff can help boost productivity, optimize system performance, and improve uptime. Our Application Support services can be customized to your specific application and help you meet production needs and reduce downtime. Our Remote Monitoring and Analytics services monitor equipment performance and collect valuable analytics. We can notify on-site staff if system performance falls outside predefined perimeters and act to optimize operations.

Related Products and Services

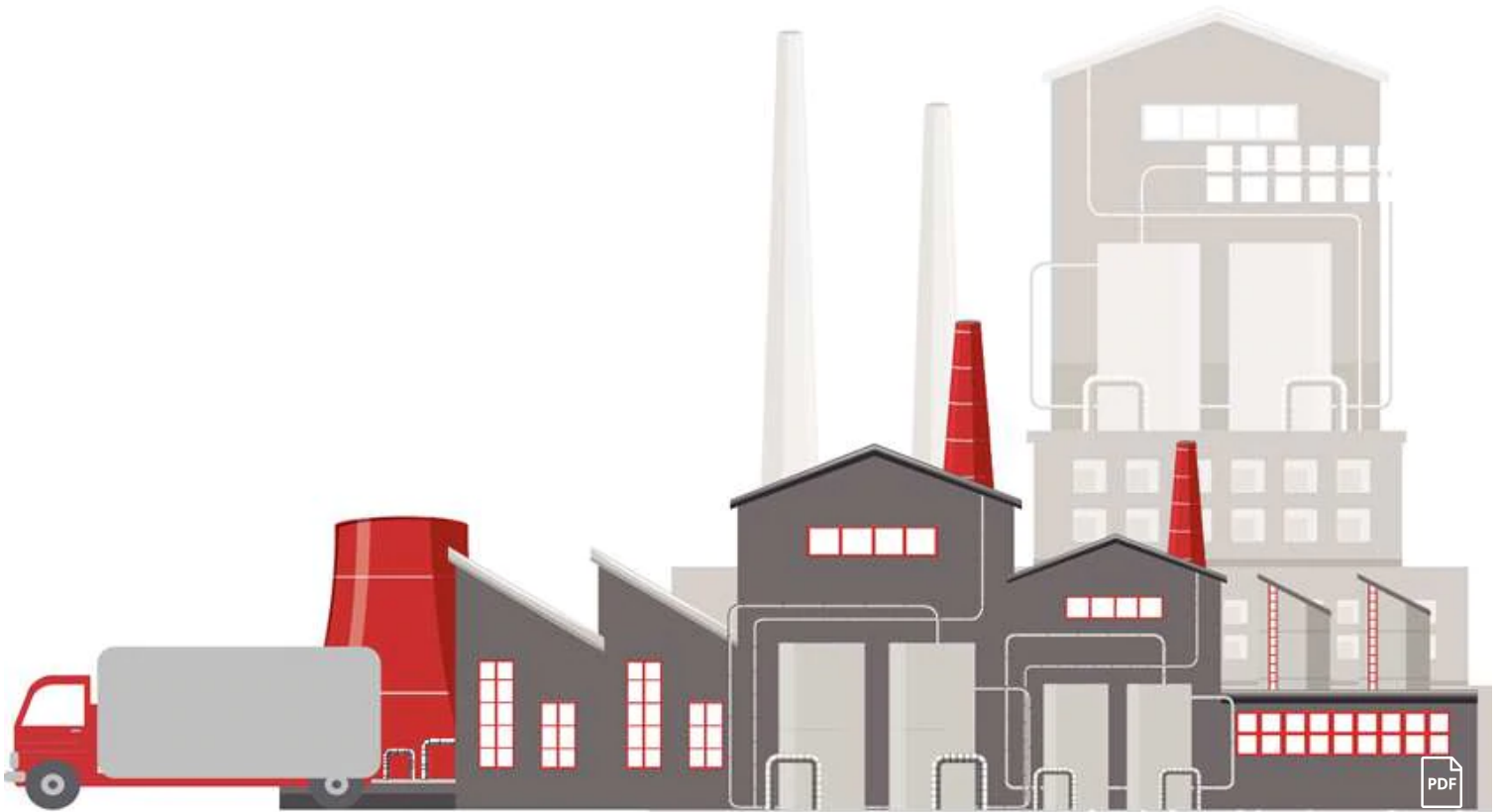
- [Application Support](#)
- [Remote Monitoring and Analytics](#)
- [On-site Training](#)



How May We Help You?

Rockwell Automation and our partners offer exceptional knowledge to help design, implement, and support your automation investment.

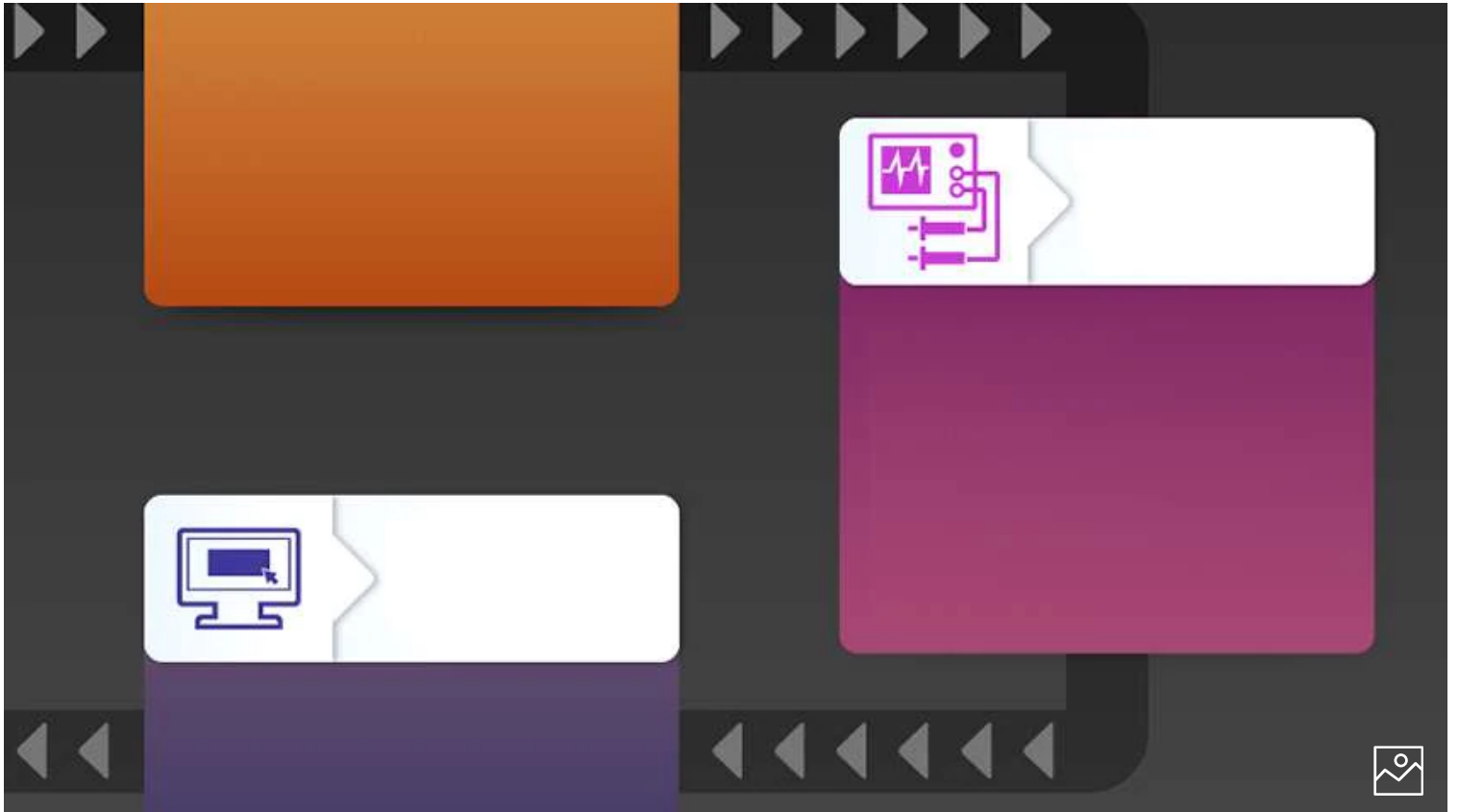
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Product and Application Lifecycle Support E-Book



Training Catalog



Remanufacturing Process



Video: Optimizing Remanufacturing Services

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