



TechConnect Remote Support

Quickly Resolve Production Issues



expanding human possibility®

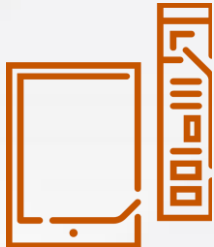
OCTOBER • 2022



Current Market Challenges



Global Economic Shifts



Aging Infrastructure



Issue Resolution



Cybersecurity Risks



Workforce Skills Gap

Most companies require some outside assistance to support their operations

The Value of Modern Remote Support

Staying productive in a changing environment with modern technology

1

Troubleshoot faster
with online and virtual options to connect with support experts

2

Repair products quicker by yourself
with **digital work instructions**

3

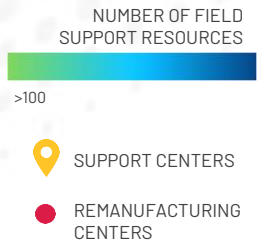
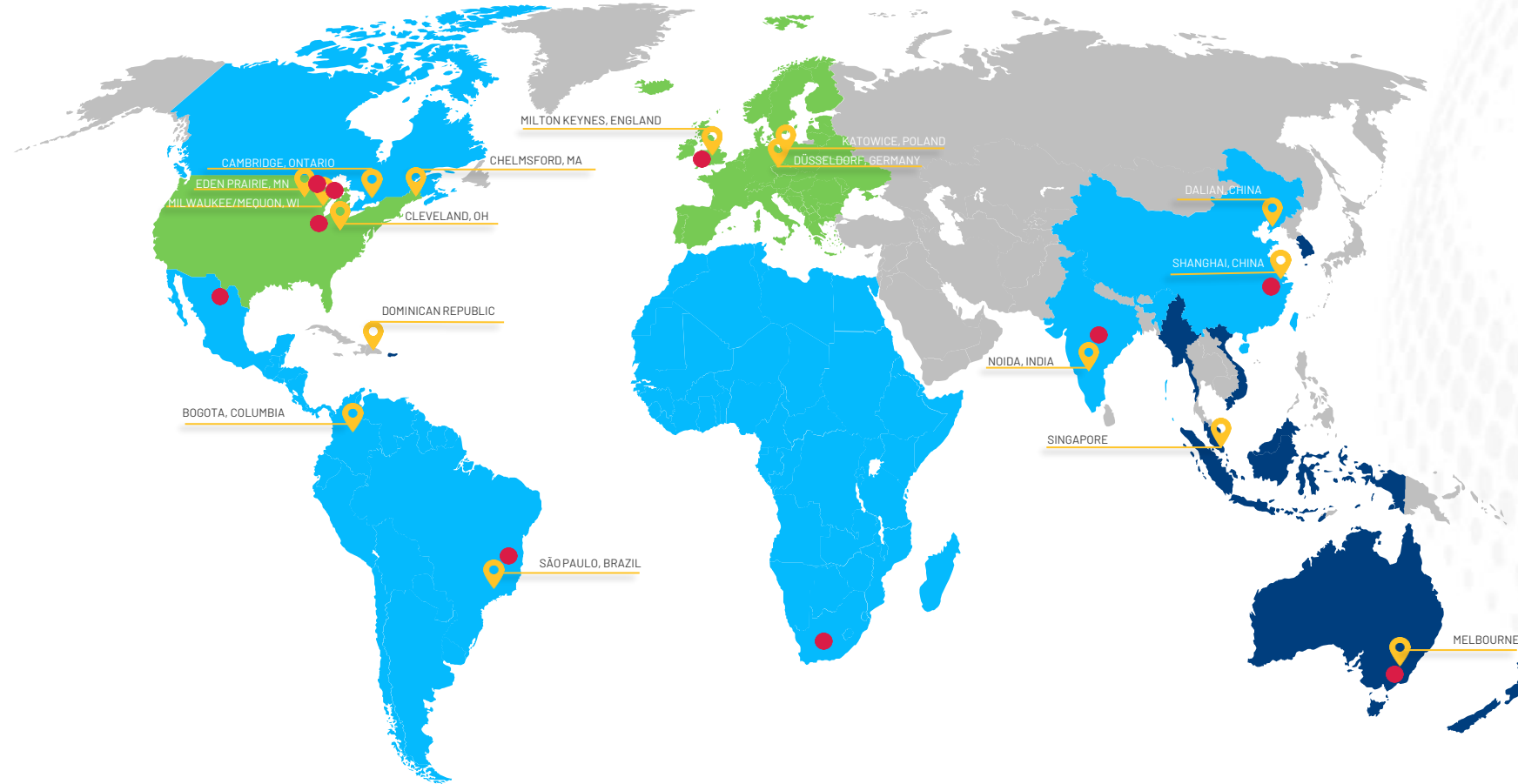
Get scalable, consistent **remote support around the world**



True Global Support

Support where and when you need it

GLOBAL REACH

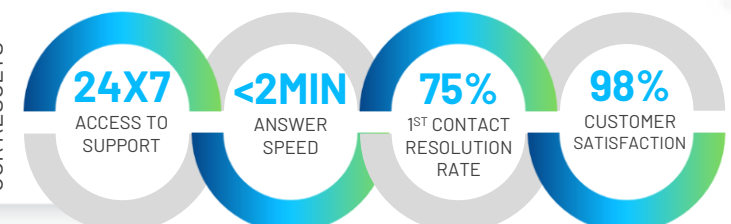


On call services
**when you
need it most**

OUR PEOPLE



OUR RESULTS



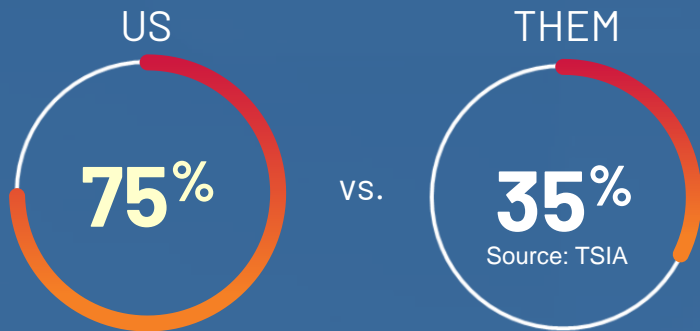
TechConnectSM Support

Providing technical knowledge and support to
help solve your challenges quickly

Immediately address issues

24x7 with expert support

Phone, chat, email, forums and Knowledgebase
in 19 languages



First Contact Resolution Rate

75% of all phone calls are resolved with
the first point of contact, resulting in
expedited issue resolution

Get it done right, now. With Augmented Reality Services



Empower your people with
instant **"over the shoulder" field
support**

Available with a TechConnect Support contract

Better manage your software updates

Access software update downloads

373K+

Annual software
downloads accessed

\$350M+

Cost of annual software
updates without a
TechConnect agreement

TechConnect Support Options



Application Support

Expert team trained on your systems



System Support

Direct access to senior engineers



Product Support

Global Product Coverage



Self-Assist Support

On-Demand Support

Comprehensive Support Services

- ✓ Application Management
- ✓ Implementation
- ✓ Training
- ✓ Plant Optimization
- ✓ Technical Service

Customer Benefits

- ✓ Reduce Cybersecurity Risks
- ✓ Lower Maintenance Costs
- ✓ Resolve Problems Faster
- ✓ Improve Operational Efficiency
- ✓ Increase Quality

Use this scale to identify which support level is the best fit.

Customer Skill Set



Limited Internal Expertise

Systems



Complex Systems



TechConnect Support Options

Online Support Center Access

- ✓ Software Updates
- ✓ Welcome Kit including User Guide
- ✓ Knowledgebase
- ✓ Digital Assist Library
- ✓ Interactive Forums via Engage
- ✓ Product Notifications
- ✓ Manage Service Tickets Online

Customer Skill Set



Internal Automation Experts

Systems



Moderate to Simple



Self-Assist Support
On-Demand Support

TechConnect Support Options



Product Support
Global Product Coverage



Self-Assist Support
On-Demand Support

Resolve Problems Faster!

- ✓ Real-Time Product Level Phone Support
- ✓ Chat Support
- ✓ Remote Desktop Troubleshooting
- ✓ Live View Support
- ✓ Discounts for Learning Plus Subscriptions
- ✓ Software Update Media
- ✓ Emergency Software Replacement
- ✓ Genius Webinar Access
- ✓ Optional 24x7x365 Support

Customer
Skill Set



Good
Internal
Product
Knowledge

Systems



Moderately
Complex

TechConnect Support Options



System Support

Direct access to senior engineers



Product Support

Global Product Coverage



Self-Assist Support

On-Demand Support

Streamline Incident Management

- ✓ Proactive Follow Up
- ✓ Single-Point Resolution
- ✓ Technical Systems Support Engineers with extensive industrial automation experience
- ✓ Optional 24x7x365 Support

Customer Skill Set



Limited Knowledge

Systems



Complex Systems

TechConnect Support Options



Application Support

Expert team trained on your systems



System Support

Direct access to senior engineers



Product Support

Global Product Coverage



Self-Assist Support

On-Demand Support

Administrative Coverage for Your Systems

- ✓ Optional 24x7x365 Support
- ✓ Multi-Week Onboarding Process
 - Code reviews, drawing and documentation reviews, fault log reviews and FMEAs
- ✓ Access to Historical Data for Troubleshooting
- ✓ Emergency Backup
- ✓ Performance Tuning
- ✓ Periodic Performance Reviews
 - Improved OEE, quality, human performance, reduced downtime and more!
- ✓ Optional Field Service Callout
- ✓ Surveillance and Alarming Options

Customer Skill Set



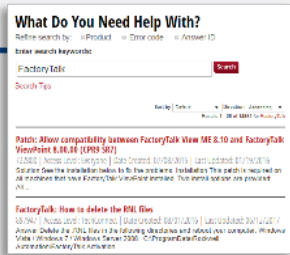
Systems



Complex Systems

Limited Internal Expertise

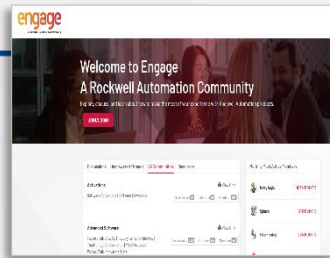
How to get remote support



Knowledgebase

Over 100,000 articles and viewed over 5.4M times a year. Content is authored and continually improved upon by our Rockwell Automation Technical Support team.

Access to Digital Assist Library



Engage Forums

See what your peers are saying, ask and answer questions and network with other industry professionals.



Chat Live

Mobile friendly and available 8-5, M-F local time, chat live with our engineers for expedited issue resolution.



Submit a Question

When you don't need an answer right away, submit a question via email to one of our Tech Support Engineers.



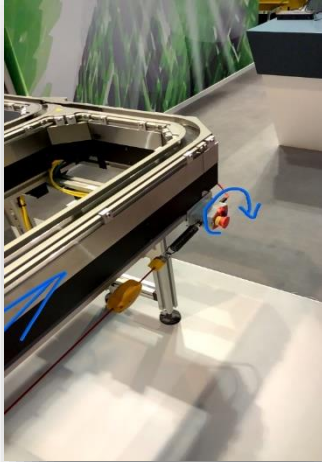
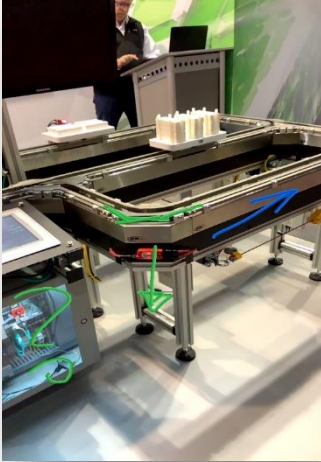
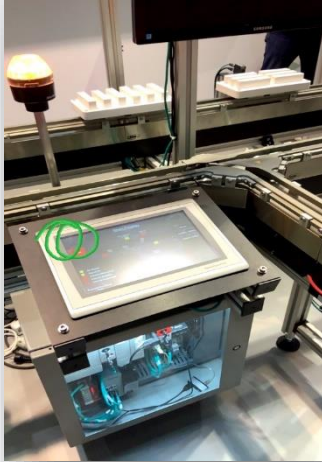
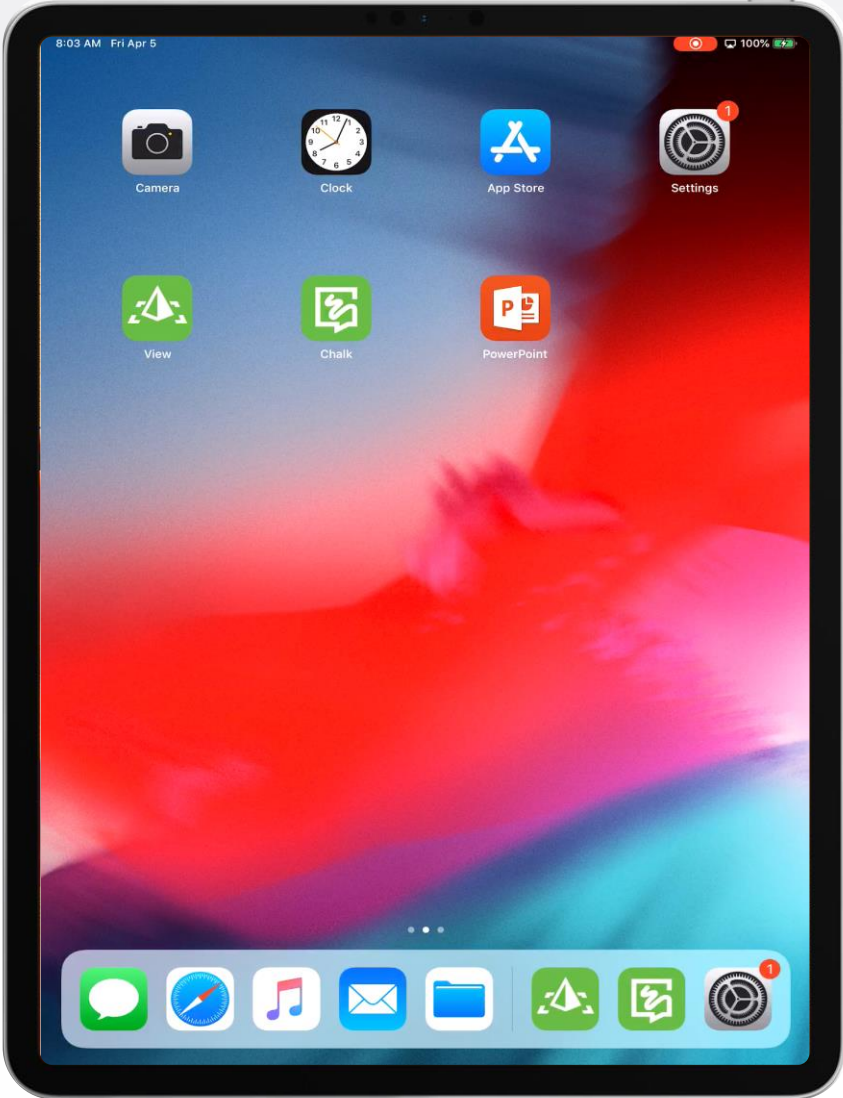
Phone and Live View

Immediately address issues with phone support and **virtual, interactive assistance using Live View Support™**. These specialists are ready when you need them 24x7x365.

Live View Support™ Tool

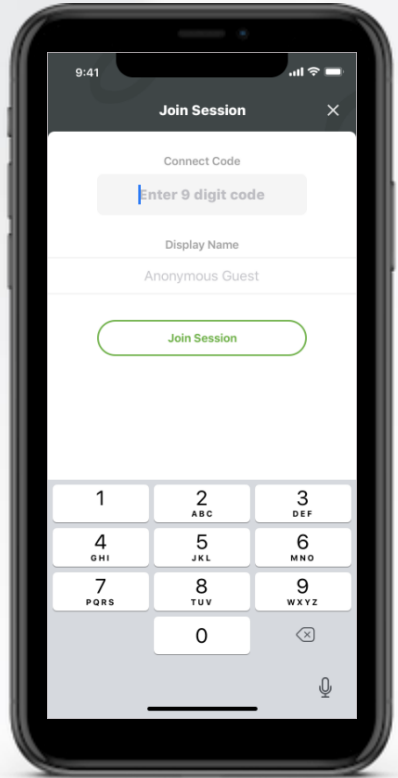
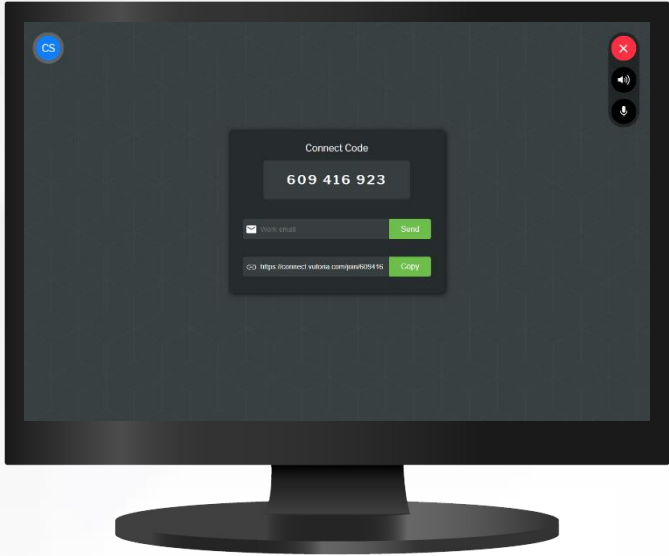
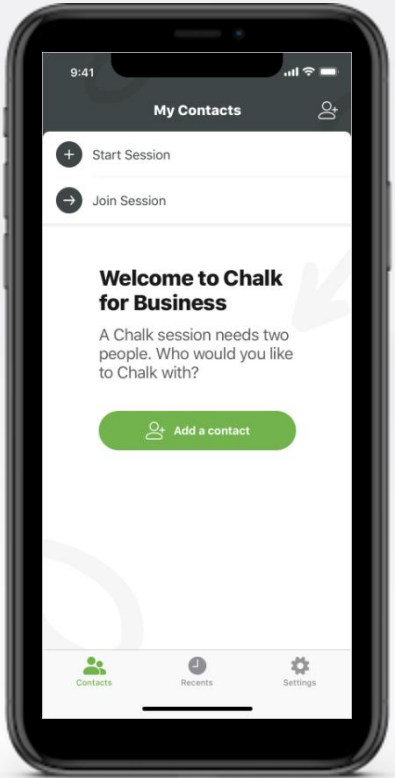
A modern technical support tool using augmented reality

Live View Support™ Application - Augmented Reality Services



Live View Support™ using PTC Vuforia® Chalk

Rockwell Automation Remote Support Engineers™ can initiate code-based sessions, eliminating the need for the end viewer to register.



Rockwell Automation Live View Support™ helps you get help and solve problems faster.

Customers join the Live View session with their phone, no registration needed.

Live View Support™ Tool

- Immediately available to existing TechConnectSM customers*
- Core entitlement to TechConnect Remote Support – no additional fee
- Customers must first call in via phone number
 - Option to use Live View Support™ during active support call
- No photos or videos saved during or after the call
- Supported devices and technical specifications – [View PTC Vuforia Chalk Product Brief](#)

* Product Support tier and higher

Get more information on [rockwellautomation.com](https://www.rockwellautomation.com)



Live View Support Success

Paper mill MV SMC-50 startup using virtual remote support tools



- Assigned engineer unable to travel due to COVID-19
- Local engineer with medium voltage training, TÜV safety certification and proper PPE sent to the site
- Remote support and both engineers collaborated virtually to get SMC™-50 powered up

Avoided delay in startup

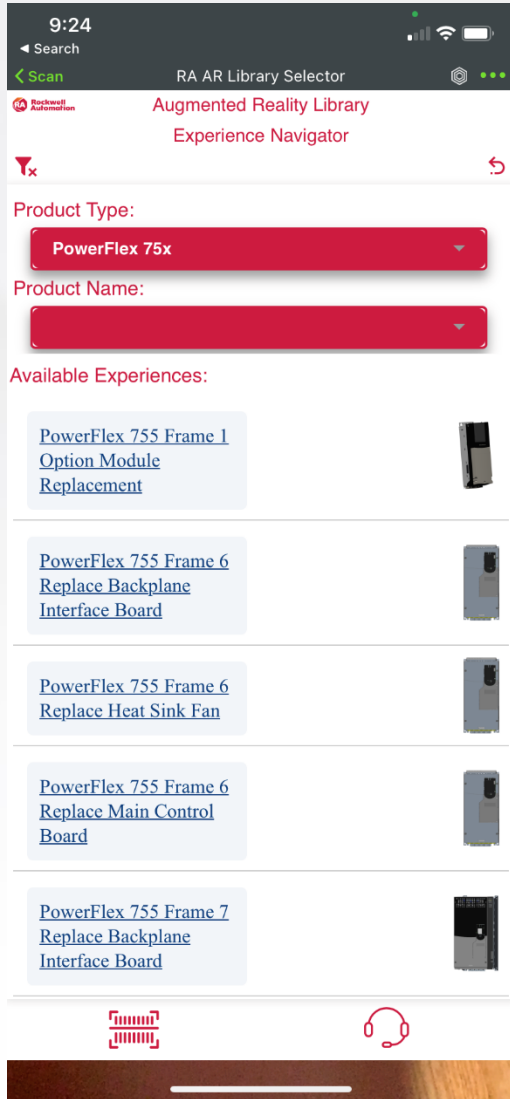
Reduced hours of troubleshooting time during startup

Digital Assist Library

Our cloud-hosted augmented reality library of work instructions

Digital Assist Library of Work Instructions

What is it and how will it be used?



What it is

- A library of Augmented Reality experiences related to the maintenance and repair of Allen-Bradley® hardware; cloud-hosted by Rockwell Automation
- Accessible by TechConnectSM customers via a link or QR that can be found in their welcome kit or in the Knowledgebase
- Available to be accessed by mobile devices such as smartphones and tablets
- Experiences can be saved for offline use by customers

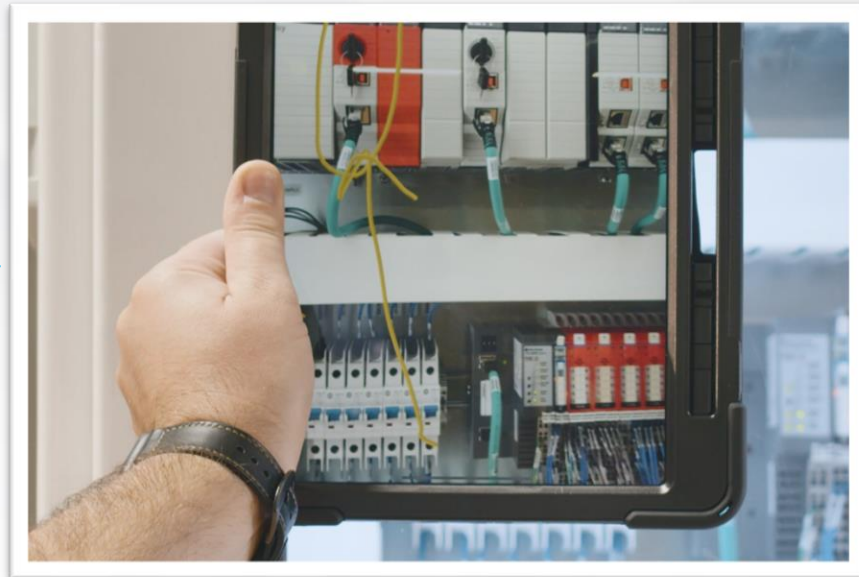
What it isn't

- Augmented Reality experiences that are custom and specific to a customer machine or process
- Augmented Reality experiences that show real-time data related to the product being viewed
- A library of experiences that can be deployed on premise at a customer site as part of a PTC license sale

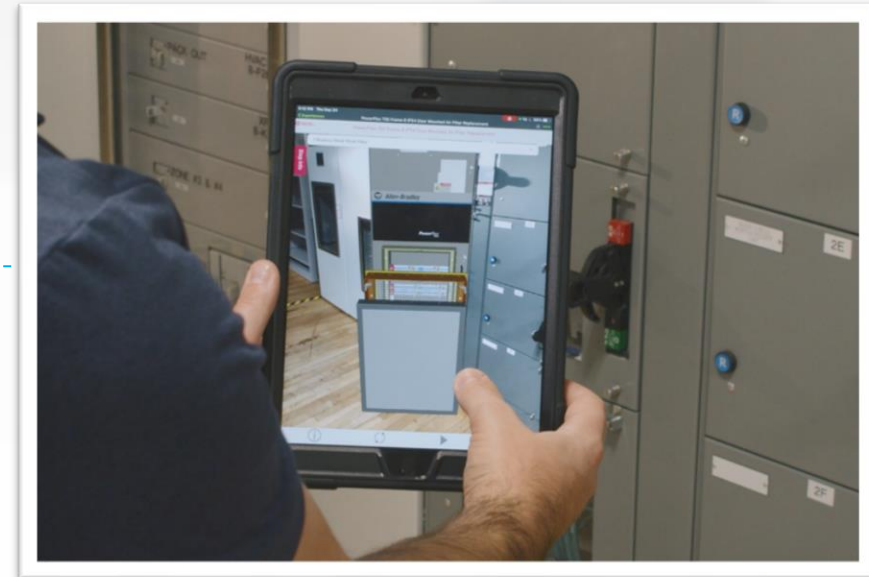
Augmented Reality Services

Supporting Your Workforce Challenges

Live View Support™ Tool



Digital Assist Library



WATCH THE DEMO!



www.rockwellautomation.com



expanding **human possibility**[®]