



expanding **human possibility™**

Value of TechConnect Remote Support

06 • 23 • 2020

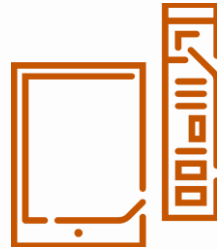


PUBLIC

Current Market Challenges



Global
Pandemic



Aging
Infrastructure



Issue
Resolution



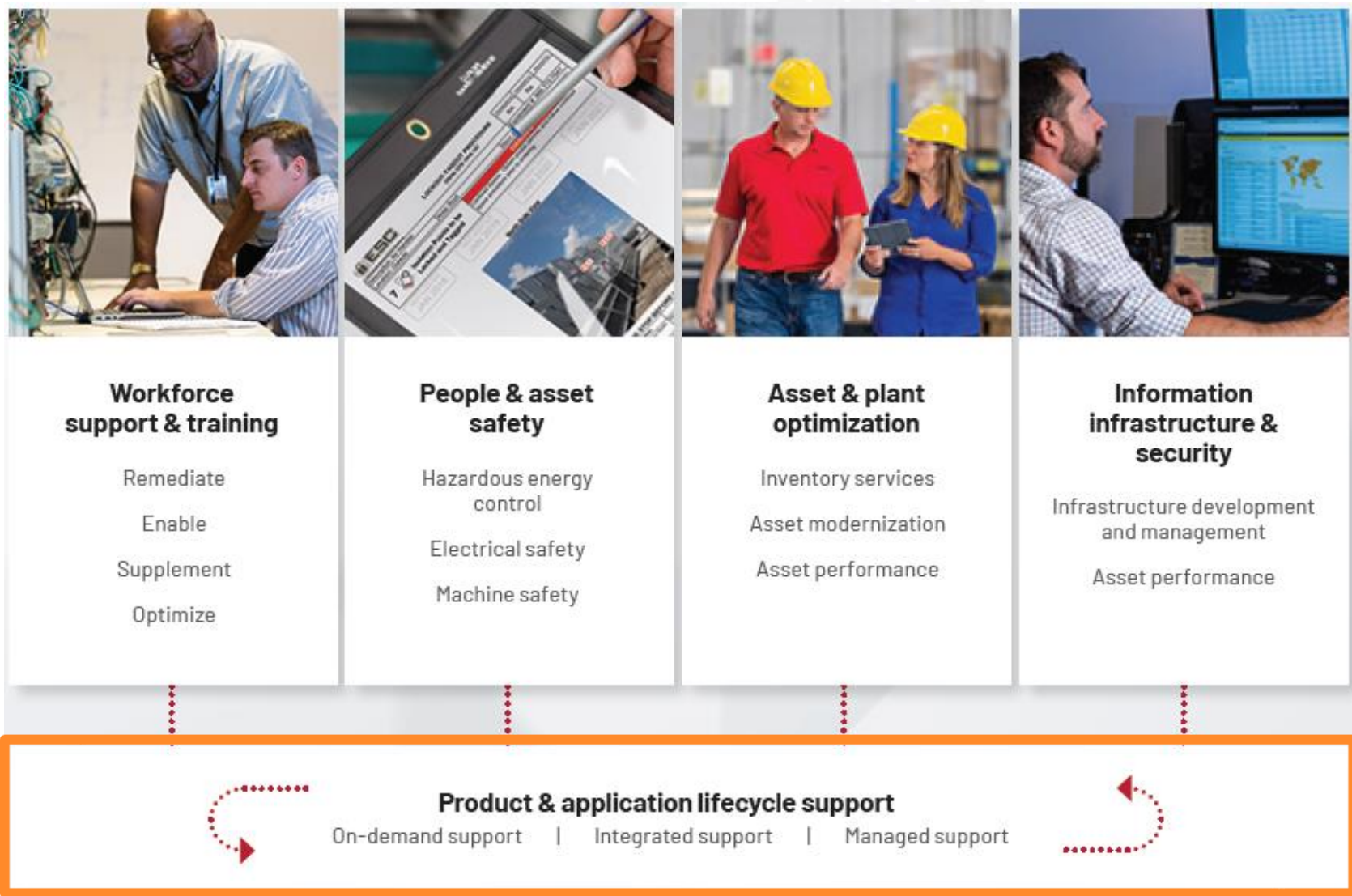
Cybersecurity
Risks



Workforce
Skills Gap

Most companies require some outside assistance to support their operations

Services that support your entire plant



The Value of Modern Remote Support

Staying productive in challenging times with modern technology

1

Troubleshoot quicker
**with online and
virtual options** to
connect with support
experts

2

Augment
necessary skills
when a gap exists
within your team

3

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

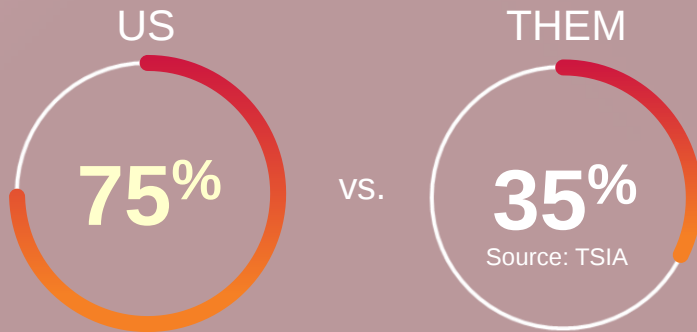


TechConnectSM Support

Providing technical knowledge and support
to **help solve your challenges quickly**

Immediately address issues 24x7 with our engineers

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 with the Live View SupportTM Tool

Use augmented reality annotations



Empowering your people with
instant **“over the shoulder”**
field support

Better manage your software updates

Access software update downloads

373K+

Annual software
downloads accessed

\$350M+

Value of annual software
without a TechConnect
agreement

TECHCONNECT SUPPORT OPTIONS

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

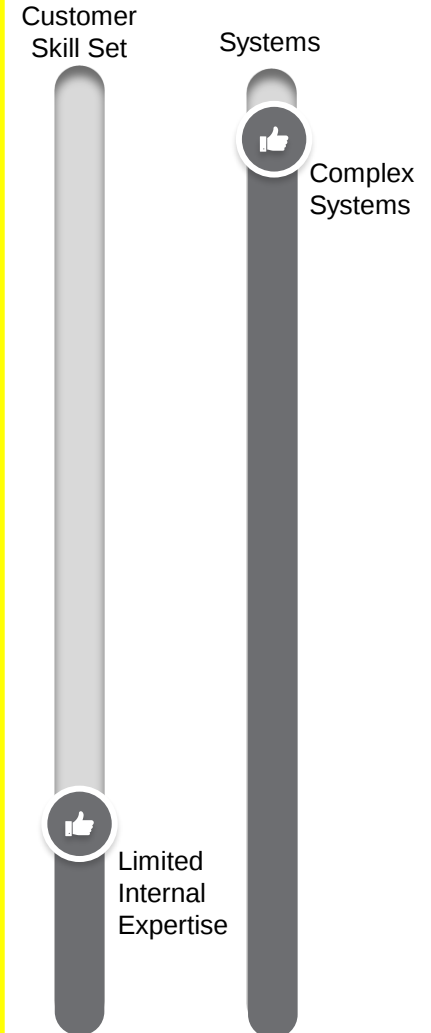
Comprehensive Support Services

- ✓ 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.



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



Limited Internal Expertise

Systems



Complex Systems

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



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 E-learning Subscriptions
- ✓ Software Update Media
- ✓ Emergency Software Replacement
- ✓ Genius Webinar Access
- ✓ Optional 24x7x365 Support

Customer
Skill Set



Good
Internal
Product
Knowledge

Systems



Moderately
Complex

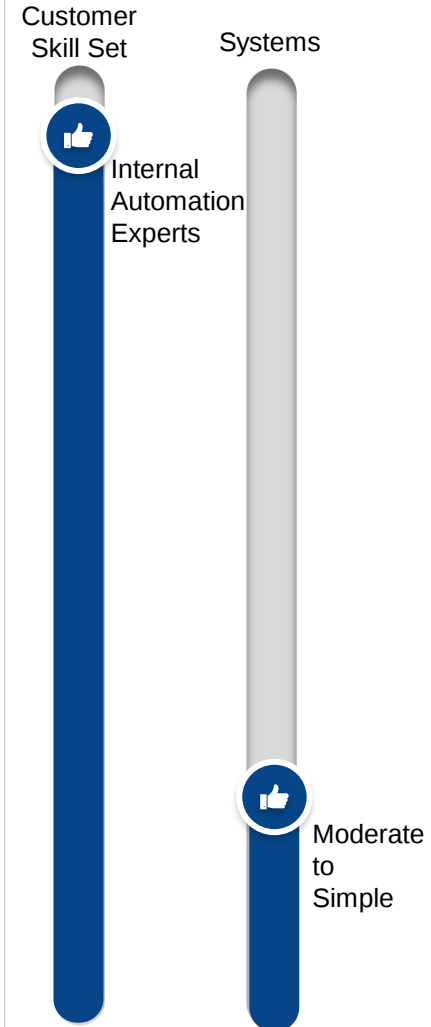
TechConnect Support Options

Online Support Center Access

- ✓ Software Updates
- ✓ Welcome Kit including User Guide
- ✓ Knowledgebase
- ✓ Interactive Forums
- ✓ Product Notifications
- ✓ Manage Service Tickets Online



Self-Assist Support
On-Demand Support



TRUE GLOBAL REMOTE SUPPORT

Global scale of remote support capabilities



24x7x365 “Follow-the-Sun” support

16 Global support centers

550+ engineers

21 languages

>2 min
answer speed

573k
phone calls

113K
Chat discussions

75%
First contact resolution

98%
customer satisfaction

99.9%
SLA adherence

4,300
monitored assets/day

TechConnect

Remote Monitoring

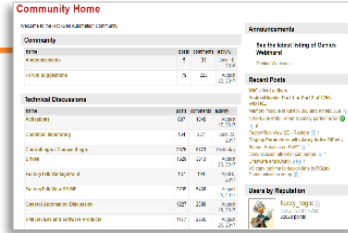
FLEXIBLE WAYS TO ACCESS SUPPORT

A variety of ways to get remote support



Knowledgebase

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



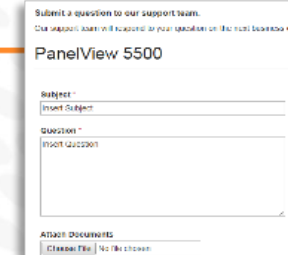
Forums

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

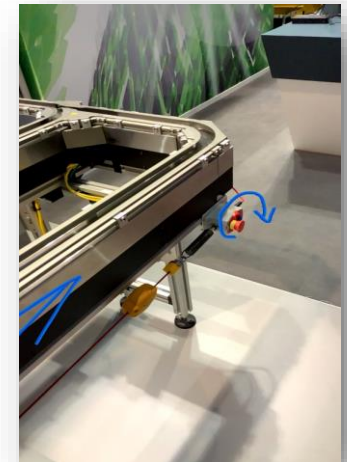
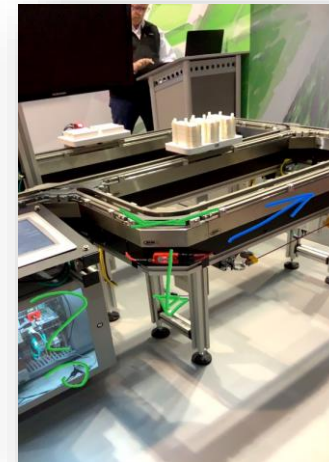
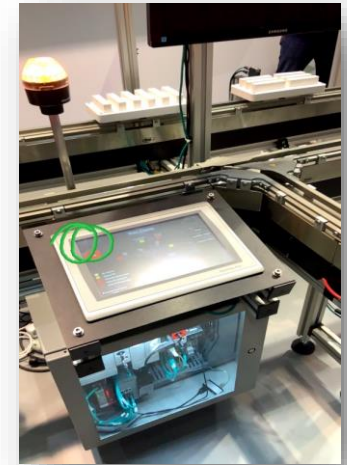
When you don't need an answer right away, submit a question via email to one of our Tech Support Engineers.



Phone and Live View

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

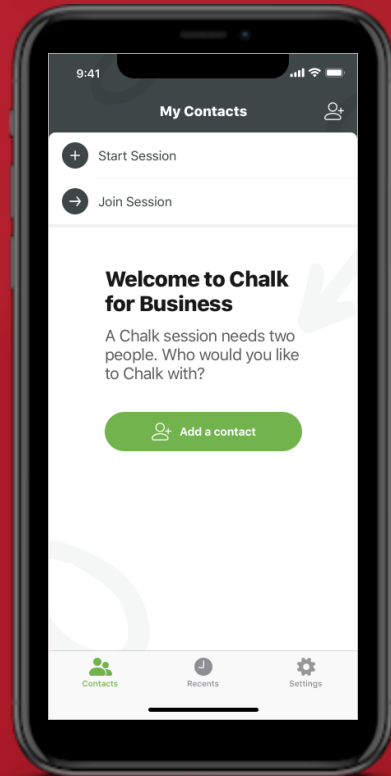
Augmented Reality Services – Live View Support™



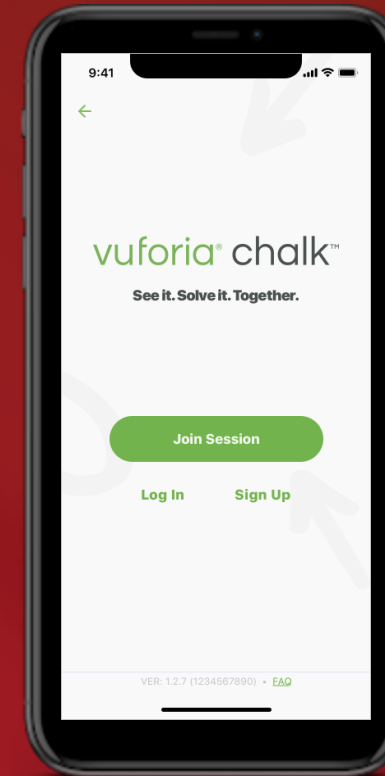
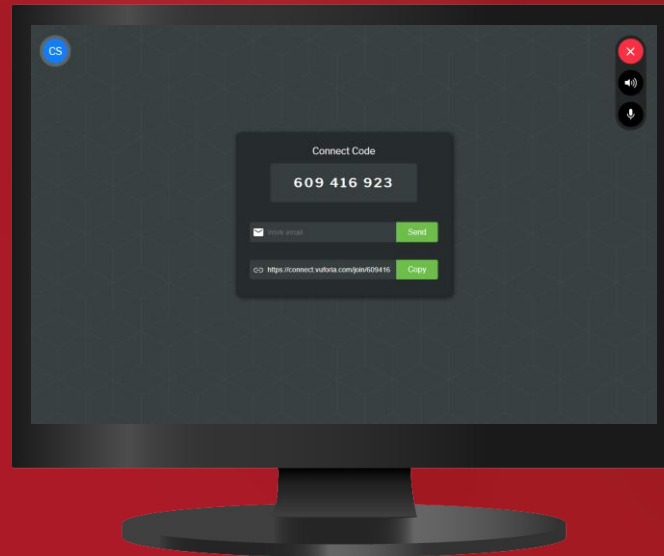
[Watch video](#)

Live View Support using PTC Vuforia Chalk

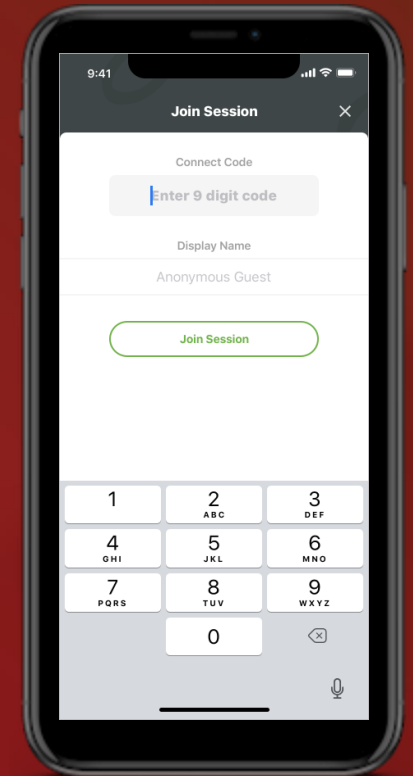
Rockwell Automation Remote Support Engineers can initiate code-based sessions, eliminating the need for the end viewer to register.



Rockwell Automation Engineer issues a Connect Code to authorize and begin support session



TechConnect customer joins the Live View session with the Connect Code, no registration needed



Augmented Reality Services – Live View Support

- Immediately available to existing TechConnect customers*
- Core entitlement to TechConnect – 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 and Higher



CUSTOMER SUCCESSES

Live View Support – Mining Application

Live View Support™ & the Connected Workforce leveraging PTC Vuforia® Chalk™ was recently launched.

Rockwell Automation recently launched a new, modern support tool to be used by their remote support technical experts with both TechConnect customers and field service engineers alike. This new capability, Live View Support, leverages PTC Vuforia Chalk which allows a remote expert to see a live view of the problem using the customer's camera on their mobile device. This tool enhances the remote troubleshooting and resolution experience using real-time augmented reality annotations.

CHALLENGE

A mining company in Australia had a PanelView™ graphic terminal that was not coming up after pressing software buttons when starting the drive. The PanelView terminal was located on a PowerFlex® drive in an underground mine.

SOLUTION

The customer initially tried resolving the issue with a Tech Note but was unsuccessful. The Field Service Engineer then launched a Live View session with the customer to view the terminal virtually and was able to identify and help them resolve the issue quickly.

CUSTOMER OUTCOME

- The customer saved troubleshooting time by showing the field service engineer the equipment in real time
- Leveraging Live View Support saved startup time due to the PanelView experiencing issues during drive startup

Live View Support – Pipeline Application

Live View Support™ & the Connected Workforce leveraging PTC Vuforia® Chalk™ was recently launched.

Rockwell Automation recently launched a new, modern support tool to be used by their remote support technical experts with both TechConnect customers and field service engineers alike. This new capability, Live View Support, leverages PTC Vuforia Chalk which allows a remote expert to see a live view of the problem using the customer's camera on their mobile device. This tool enhances the remote troubleshooting and resolution experience using real-time augmented reality annotations.

CHALLENGE

A natural gas pipeline company in North America had a PanelView™ HMI on a PowerFlex® 7000 drive that was displaying temperature alarms. The customer wanted to look at the drive responses while the drive was running. Due to current remote situations, having a field service engineer on-site was not preferred.

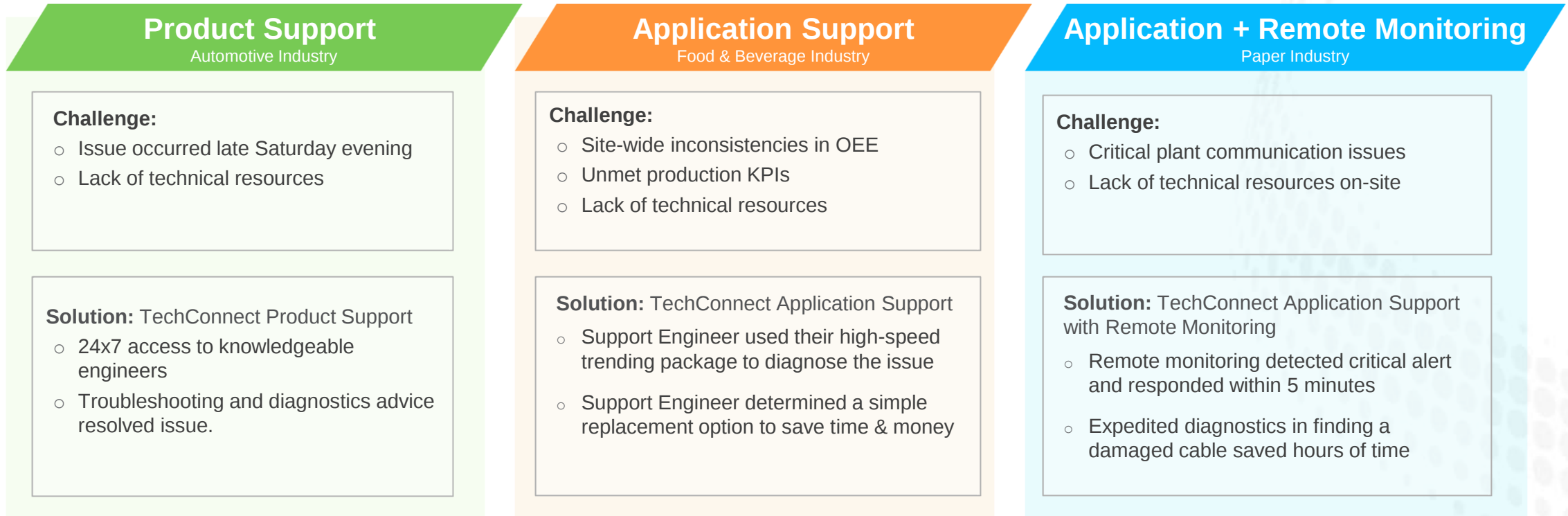
SOLUTION

Instead of dispatching a field service engineer to site, the customer leveraged Live View Support via their TechConnect contract. The Remote Support Engineer used Live View to check the variables displayed on the PanelView HMI, as well as instruct the customer on several areas to check, such as the air filters, the exhaust dampers and how to get the black box files through the PanelView HMI. In addition to instructing the customer, the Remote Support Engineer was also able to review the drive operation live and verify it was working properly.

CUSTOMER OUTCOME

- Decreased troubleshooting time by showing the PowerFlex drive and its environment to the Remote Support Engineer in real time
- The customer learned the drive data collection procedure while working with the Remote Support Engineer to address the problem which will improve his ability to collect data in the future

Success in all levels of support



Helping reduce downtime and troubleshooting time across many industries

TechConnect Support

Solve your problems quickly with our
knowledgeable engineers



expanding **human possibility**™

Thank you



www.rockwellautomation.com