

# TechConnect support



**Rockwell  
Automation**

# Overview

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 budget may be getting leaner or maybe you just want some assistance.

Rockwell Automation TechConnect<sup>SM</sup> Support can help you through these challenges. With over 2,000 calls received a day, in 20 languages, our engineers are prepared for your call. Our global team of more than 450 engineers in 15 support centers across the globe, are available 24x7 and have an industry-leading 84% first contact resolution rate in which the first engineer you speak with will resolve your issue.

# Introduction

Technical troubles cause headaches and can inhibit production performance. Whether it is to quickly resolve production issues, improve training, or streamline software updates, purchasing a TechConnect<sup>SM</sup> Support agreement can provide the knowledge and support needed to address their top challenges.

## TechConnect support summary of benefits

### Resolve issues with online support and access your support history

- Submit questions online or chat live with highly trained technical support engineers
- Use the personal portal to manage phone and online interactions, receive product notifications, and save favorite content

### Immediately address issues

- Get back up and running faster with support from our product specialists, who can help install and configure, troubleshoot, or diagnose technical issues
- These specialists are ready when you need them with 24x7x365 availability

### Manage training

- Purchase Learning+ subscriptions that provide global access to e-learning and scheduled virtual instructor-led training

### Better manage software updates

- Help prevent crises, extend functionality, and improve user experiences with access to the latest software updates

### Solve issues faster with Augmented Reality

- Our Digital Assist Library uses augmented reality to walk you through the proper steps to complete repair and maintenance work on Allen-Bradley products
- Use our Live View Support<sup>TM</sup> Tool to share live video feed and have an experienced technician view your equipment in real time and provide specific, detailed directions for repairing the hardware

# Support options summary

Application Support	System Support	Product Support	Self-Assist Support	Supportive Services	Description
● ●				Real-Time Application Remote Support	Design support team / Dedicated telephone and email / Documentation and code familiarization / Application knowledge management / Periodic performance reviews
●				Administration	Emergency backup / Performance tuning / Guaranteed field service call-out / Managed services
● ●	● ●			Real-Time System Remote Support	Standard product and programming software / Advanced software / Proactive follow up / Single-point resolution
●	●			Advanced Engineering Expertise	Get support from our system-level support engineers that have on average 11 years of experience in the industrial automation industry
● ●				Remote Monitoring	Critical assets that are monitored by automation experts. Device and/or process monitoring and alarming at a Rockwell Automation facility or remote access to historical data for troubleshooting
● ●	● ●	● ●		Real-Time Product Phone Support	Standard product and programming software / Telephone and live chat support available in 20 languages / Remote desktop troubleshooting
●	●	●	●	Learning+ Subscription	Highly interactive learning featuring lessons, software simulations and demonstration videos to help reinforce learning concepts. Access to scheduled virtual instructor led training, featuring digital access to course materials is also included.
●*	●*	●*		Live View Support™	An enhanced support experience connecting you with Rockwell Automation Technical experts leveraging a live video feed and augmented reality annotations.
●	●	●		Software Maintenance II	Software update media / Emergency software replacement
●	●	●		Genius Webinars	Extend and apply knowledge gained via access to on-demand library of online technical seminars
●	●	●	●	Digital Assist Library	Our cloud-hosted augmented reality library of work instructions. Uses augmented reality to walk you through the proper steps to complete tasks related to the repair and maintenance of Allen-Bradley® hardware.
●	●	●	●	Software Maintenance I	Software update downloads
●	●	●	●	Online Support Center Access	Knowledgebase tech notes / Interactive forums / Product notifications / Manage service tickets / Submit questions via email

● Included      ● Optional upgrade      ● Optional upgrade to 24x7x365 support

\* Not available in China or Russia

## Global Remote Monitoring

Industry-leading, proactive and reactive technical support services for Rockwell Automation and third-party products.

## Real-Time Application Remote Support

A dedicated support team familiarizes themselves with your application, facility and team for quicker and customized responses. With a multi-week onboarding process, periodic performance and ROI reviews, emergency backup and performance tuning, this is our most comprehensive and flexible support offering.

## Surveillance and Alarming Options

Your dedicated Rockwell Automation engineering team recognizes trends to solve issues before they lead to a downtime event. These services include device and process monitoring, coupled with alarming for quick action before you even place a call.

## Administration

Protection against disasters and unforeseen costs with emergency backup of programs to provide continuous operations. Patch and update recommendations to minimize risks and optional bundled field service callout to simplify your contracts.

## Real-Time System Remote Support

Streamlined incident management with proactive follow up provided by a team of senior engineers with extensive industrial automation experience.

## Real-Time Product Phone Support

As your manufacturing lifecycle changes, so does your need for technical support. Rockwell Automation gives you the flexibility to choose the level (8x5 or 24x7) of phone support you need, when you need it – helping you become more productive.

## Learning+ Subscription

Highly interactive learning featuring lessons, software simulations, and demonstration videos to help reinforce learning concepts. Available on any tablet or PC using Chrome, Safari, IE, Edge or Firefox. Each course has a

knowledge assessment, requiring 80% to pass. Upon successful completion of the course, a learner will be awarded CEUs (where applicable). Access to scheduled virtual instructor-led training, featuring digital access to course materials, office hours interaction with instructors, and virtually demonstrated lab experiences are also included.

## Live View Support Tool

An enhanced support experience connecting you with Rockwell Automation Technical experts leveraging a live video feed and augmented reality annotations.

## Software Maintenance II

Reduce cyber security risks and maximize your investment with access to emergency software replacements and access to software updates.

## 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.

## Digital Assist Library

Our cloud-hosted augmented reality library of work instructions brings a modern approach to learning how to repair and maintain Allen-Bradley hardware. You can now use augmented reality to walk you through the proper steps to complete tasks.

## Software Maintenance I

Stay up-to-date with access to all software update downloads.

## Online Support Center

Authored and continually improved upon by our Rockwell Automation Technical Support Engineers, our Knowledgebase contains over 67,000 articles and is viewed over 5.4M times a year! Our online support center tools allow you to search the Knowledgebase for answers to your questions, interact with peers through forums, submit questions online, bookmark information, request notification of upgrades and chat with Rockwell Automation engineers.

**To learn more** about TechConnect Support Services, contact your local Allen-Bradley distributor or Rockwell Automation sales representative or visit us at [rok.auto/remotesupport](http://rok.auto/remotesupport).

Sales may vary by region.



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AMERICAS: Rockwell Automation, 1201 South Second Street, Milwaukee, WI 53204-2496 USA, Tel: (1) 414.382.2000, Fax: (1) 414.382.4444

EUROPE/MIDDLE EAST/AFRICA: Rockwell Automation NV, Pegasus Park, De Kleetlaan 12a, 1831 Diegem, Belgium, Tel: (32) 2 663 0600, Fax: (32) 2 663 0640

ASIA PACIFIC: Rockwell Automation, Level 14, Core F, Cyberport 3, 100 Cyberport Road, Hong Kong, Tel: (852) 2887 4788, Fax: (852) 2508 1846

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