

# Lifecycle Service Agreement

Minimize your risk associated with operating older or discontinued products

## Features and Benefits

- Scalable and flexible to include additional services
- No penalty for early migration to Rockwell Automation products
- Buys added time for migration planning and budgeting
- Minimized downtime through comprehensive support
- Service facility without increasing assets (no added carrying costs)
- Ongoing awareness of plant obsolescence risk
- Supplements maintenance staff to support discontinued products

*Nearly ¾ of all U.S. plants are more than 20 years old*

*Industry Week/MPI*

*The installed base of legacy automation systems reaching the end of their useful life is equivalent to over \$65 Billion.*

*ARC Advisory Group*

*In a 2010 ARC poll, 88% of process automation customers acknowledged the use of automation beyond the manufacturer's obsolescence date and the majority of users have no lifecycle plan.*

*ARC Advisory Group*



Managing the lifecycle of your automation equipment can be a daunting task. The rapid advancements in new technologies have made this task even more challenging in the last few years. Rockwell Automation can help you control these lifecycle challenges.

As products age and near the end of their lifecycle, the ability to effectively support them can become difficult. Rockwell Automation lifecycle management services help identify, mitigate, and eliminate automation support risks.

Part of the lifecycle management services suite is a Rockwell Automation Lifecycle Service Agreement. This agreement can help you focus on mitigating the risks associated with the continued operation of older or discontinued automation products. This is particularly beneficial if you are not currently in a position to modernize or migrate to new technology.

LISTEN.  
THINK.  
SOLVE.

A Lifecycle Service Agreement is comprised of a critical set of services designed to minimize the risk of operating legacy Rockwell Automation hardware until you are ready to advance to newer technologies. These services include: reserved repair, remote technical support and on-site services.

A Lifecycle Service Agreement creates a bridge to support aging equipment until you are ready to migrate to new technology. As products approach the end of their expected life, availability of parts and support resources become more difficult to obtain until one, or both are exhausted. If this happens without proper planning, serious financial consequences may occur. These consequences can include extended unplanned downtime, increased parts and repair costs, and even the unplanned costs to upgrade your equipment.

## Lifecycle Service Agreement

You receive the following services and support for products covered by your Lifecycle Service Agreement:

### Reserved Repair and Parts

- Access to reserved repair or a "repair reservation" for discontinued product(s)
- Access to Rockwell Automation owned legacy parts

### Remote Support for Discontinued Products

- Web, "self-service" hardware support via the Rockwell Automation Knowledgebase email support
- Unlimited support on all discontinued products

### On-site Service for Discontinued Products

- Preventive maintenance services and migration/conversion planning support on all discontinued products in the agreement
- Services will be performed and documented on an annual basis by a Rockwell Automation field service professional to provide constant visibility to changes on your plant floor

As part of the annual visit, your field service professional will provide assistance on the development of a migration plan that meets your needs.

This assistance will include:

- collaboration and recommended migration timing/sequencing schedule
  - areas that will benefit the most from cost avoidance and uptime improvement will be targeted
- an outline of migration services available from Rockwell Automation
- a readout with maintenance/engineering/operations staff

*The goal is to help ensure that the legacy risks are identified and appropriate actions are being performed to maximize the life of all products while a roadmap is developed, or updated, to support the entire lifecycle of your installed base.*

**[www.rockwellautomation.com](http://www.rockwellautomation.com)**

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