



# Assurance™ Integrated Support

Guaranteed response for remote support, replacement parts and on-site services in one integrated support agreement for one flat fee.



You already know the quality and reliability of Rockwell Automation products and services. Now we've expanded our service capability to provide you with an easy to use, quick response service agreement that offers worry-free support. Assurance™ Integrated Support is an annual support agreement that helps keep your systems running by combining remote support, replacement parts and on-site service into one comprehensive support agreement, available for one flat fee.

When you purchase an Assurance agreement, if you have a technical issue, simply contact us for assistance and if needed we initiate the shipment of parts or dispatch a service professional for no additional cost. With an Assurance agreement, you'll always have a knowledgeable, experienced service technician available by phone to provide support on your Rockwell Automation products. You'll have less administrative hassles and be able to initiate a service call immediately instead of spending time completing internal paperwork and obtaining approvals.





- Simple.**  
One call to make.
- Flexible.**  
Response times to meet your needs.
- Worry Free.**  
Avoid unpleasant surprises.
- All for one fixed price!**  
Remote support,  
replacement parts,  
on-site service.

## Assurance Integrated Support

**Simple.** You make only one call to initiate technical assistance and if needed we initiate the shipment of parts or dispatch a service professional for no additional cost. No new POs to cut. No additional calls to make.

**Flexible.** You choose the guaranteed level of response for replacement parts to arrive on site, the arrival time of a service professional, or how fast we respond when you contact us for technical assistance.

**Worry free.** We can help you avoid unplanned costs and reduce downtime. Achieve greater peace of mind knowing you are prepared to respond when things go wrong.

Minimise equipment downtime, eliminate unplanned repair expenses, ease staffing burdens and lower the total lifecycle cost of your assets.

## Choose the Assurance Package that best meets your needs

Once you have an Assurance agreement, you'll have an easy to use support service that eliminates internal hassles for approvals and POs, and provides the support of in-house experts and product delivery in one contract, for one price.

Assurance Package Options	SLA 1	SLA 2	SLA 3	SLA 4 <sup>1</sup>
TechConnect <sup>SM</sup> - Phone Support	✓	✓	✓	✓
Premium Knowledgebase Content	✓	✓	✓	✓
Guaranteed Remote Support Response (10 minutes or less)	✓	✓	✓	✓
Guaranteed Arrival of Engineers	Standard	Within 72 Hours	Within 48 Hours	Within 24 Hours
Guaranteed Arrival of Parts <sup>1</sup>	Standard	3rd Business Day	2nd Business Day	Next Business Day
Periodic Health Checks	1/yr	1/yr	1/yr	1/yr
Equipment Audit	1/yr	1/yr	1/yr	1/yr
No transaction cost for Exchange/Labor	✓	✓	✓	✓

<sup>1</sup> See contract documents for details

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