

Sustained Value Services

Support Programs to Help Protect your Investment



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Allen-Bradley • Rockwell Software

**Rockwell
Automation**



Sustained Value Program

We appreciate your business and want to make sure the investments you make in Pavilion8-based applications and solutions carry forward to help drive your business efficiency and competitiveness.

The Sustained Value Team is committed to keeping your investment at its optimal performance level, and our program of value-added services is designed to help deliver results to your bottom line year after year. To achieve this goal, we offer proactive support to maximize your operations. This includes new software features and industry-specific applications, solutions and services to help customers increase production, reduce costs, improve quality and increase profitability.

Our Sustained Value Program provides you with the foundation to continue to leverage our industry leading solutions, ongoing insight into plant, application and solution performance and a proven path to achieve the greatest possible annual return on your investment in solutions from Rockwell Automation.

Value-Added Services

Our research and development team continues to extend our industry leading products and solutions to provide maximum benefits and performance of your process. Our engineers help your system remain at its peak condition.



Software Updates

The release of software updates with new functionality and enhancements in process control and optimization demonstrate the continuous development and improvement of Pavilion8-based solutions. Your IT support staff will have the confidence in knowing Pavilion8 software solutions remain compatible and current with any of your changing system platforms.

- Major and Minor Service-Pack Releases provide updates enabling compatibility with operating system, process databases and hardware systems changes
- Email and live telephone support provides assistance with software product issues
- Web-based Support Tracking System (Status Updates and Knowledgebase)

Limited MPC Application Restoration

- Our most comprehensive support option available includes MPC system back-ups of the latest Pavilion8-based applications are made and kept at a Rockwell Automation site on a quarterly basis.
- Limited MPC recovery from server failure utilizing the last application snapshot.
- Our most comprehensive support option also includes working with IT, DCS vendors and any other 3rd parties to restore full system functionality.

Proactive Sustained Value Services

- Periodic status reporting provides the ability to keep track of performance and operations usage statistics of Pavilion8-based solutions. Status Reports provide analysis of applications, including:
 - Application utilization
 - KPI performance
 - General computer health check
 - Recommendations to achieve operations and business objectives

- Engineering support to keep up with minor plant process changes and offer value through:
 - Software upgrades
 - Operator refresher training
 - Controller tuning
 - Follow-up Status Report recommendations
- Application support for updated IP optimization to maximize future performance:
 - New and/or improved solution methodologies
 - New and/or improved modeling of your processes
 - New and/or improved control strategies

Refresher Training

Continued refresher training enables personnel to retain expertise in operating and maintaining the latest technology advancements in your installation of Pavilion8-based solutions

- Builds confidence in employees to fully utilize the software's capabilities
- Maximum efficiency in on-boarding of future personnel
- Additional training with our Pavilion8 experts is available at our software campus

Key Benefits

Proactive maintenance for optimal performance

Improved application availability

Refresher training for maintaining operator expertise

Greater software availability through product enhancements, updates and quarterly application backups

Enhanced visibility of application performance through quarterly status reports

Disaster restoration of MPC application

Scalable Support Offerings	Software Support	Engineering Support	Application Support
Major and Minor Service-Pack Releases	Included	Included	Included
Email and live telephone support	Product Support	Product Support	Product & Application Support
MPC recovery from server failure	Assisted System Recovery	Assisted System Recovery	Unlimited, Reactive & Proactive Support (On-site Available)
Solution Support		Limited (Determined by contracted hours)	Unlimited, Reactive & Proactive Support (On-site Available)
System Health Check & Reporting		Limited (Determined by contracted hours)	Quarterly Full System Performance and Health Report
MPC system back-ups		Limited (Determined by contracted hours)	Pavilion8-based applications
Refresher Training		Limited (Determined by contracted hours)	Remote or On-site Available
Engineering Resources		Access to Engineer Resources	Dedicated Support Lead Engineer

Additional Services Available*

- Specific curriculum-based Pavilion8 MPC training available at our Austin, TX campus
- Additional engineering support is available at discounted rates for clients in our support program
- Process additions or expansion may require additional software licenses

*Additional fees may be required

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