TechConnect^{SM}

Telephone and online support reduces downtime, improves productivity and time to market with technical information when you need it.

Online support

TechConnect^{SM} Support Agreements will give you 24 x 7 unlimited access to Rockwell Automation online support. This ensures that valuable technical information is available at your fingertips through a variety of channels.

Knowledgebase

Search the extensive Knowledgebase and find the detailed solution you're looking for.

Chat*

Real time chat with one of the Rockwell Automation Support Engineers through instant messages.

Forums

Post your question on one of the six exclusive discussion areas for TechConnect customers.

E-mail

Submit a question to Rockwell Automation Support Engineers

Download updates

Software updates and media shipments for your supported software

Phone support

Direct access to highly skilled, formally trained support engineers and technical specialists

My Stuff

Check the responses to your questions and chats and save your favourite answers and search results.

*Not available to Self Assist level of support

A·B QUALITY | **Authorised Distributor**

AUSTRALIA
nhp.com.au

SALES 1300 NHP NHP

sales@nhp.com.au

NEW ZEALAND
nhp-nz.com

SALES 0800 NHP NHP

sales@nhp-nz.com

For more information, scan to download the NHP eCatalogues App offering exclusive video content, catalogues and literature

NHP

System Support^{SM}

For highly complex or mission-critical processes that require the immediate attention of an expert when a problem occurs

PHONE SUPPORT

- Priority unlimited 8.00 am - 5.00 pm phone support
- Priority case management
- Proactive case resolution

WEB SUPPORT

- Priority on-line support requests
- Software and Logix firmware updates, web downloadable and on DVD
- Interactive case management web site
- Live chat
- On demand computer sharing

ADDITIONAL SUPPORT

- Technical reference DVD collection
- Software media shipments

Product Support^{SM}

To supplement internal technical resources with real time phone support from product specialists

PHONE SUPPORT

- Unlimited 8.00 am - 5.00 pm phone support

WEB SUPPORT

- Online support requests
- Software and Logix firmware updates, web downloadable and on DVD
- An interactive case management website
- Live chat
- On demand computer sharing

ADDITIONAL SUPPORT

- Technical reference DVD collection
- Software media shipments

Self-Assist Support^{SM}

For non critical support issues, few planned process improvements or significant internal troubleshooting resources

WEB SUPPORT

- Online support requests
- Software and Logix firmware updates, web downloads only
- Software updates
- Knowledgebase
- Submit question forums

Application Support^{SM}

You are partnered with a team of technical support engineers uniquely designated to support your key applications

THE TEAM DO THE FOLLOWING

- Visit your site
- Become familiar with applications
- Gathers system drawings and documentation
- Become extension of support staff
- Provide technical account management and scheduled consulting time

> **Want more? Upgrade your package with 24 hour, year round phone support.**

Additional Services	Description	Requirements
Surveillance and Alarming	• Remote surveillance of control systems with local and remote access • Alarming of critical tags and alarms sent via email for text messaging to you or Rockwell Automation technical support engineers	Product, system or application support
System Virtualisation and Testing	Replication of your control system architecture in a safe, non-production environment to test the application of software patches, software updates and security patches to determine impact on system performance	Product, system or application support
Documentation Management	Off-site storage and updating of your control documentation, including architecture drawings, prints and network diagrams	Product, system or application support
Emergency Back-Up	Off-site back-up of your critical control programs and storage at a secure Rockwell Automation facility	System or Application Support with Continuous Monitoring or Direct Remote Connection
Secure Remote Connection	IT-friendly, remote connection	System or Application Support
Continuous Monitoring and Data Archiving	• Continuous monitoring and trending of as many as 10,000 data points, monitored by our technical support engineers from a secure Rockwell Automation facility • Proactive engagement on alarms and process-related events	Application Support
Customised Knowledgebase	Knowledgebase customised based on your products and/or your specific applications using your terminology	Application Support