

Blake D. Moret  
Chairman and Chief Executive Officer

1201 S. Second Street  
Milwaukee, WI 53204 USA



March 27, 2020

Dear Valued Customer,

While the world is rapidly changing every day to mitigate risk associated with the COVID-19 virus, we know many of your operations need to continue, and we are committed to being with you every step of the way. During this time, it is critical you have the support you need, in a way that maximizes productivity and minimizes risk.

We are here to help. Here are a few ways we can help right now:

#### **Technical Support**

Our TechConnect remote support team can remotely coach and resolve many complex issues via phone, in a safe and timely manner, often with the help of video and other virtual support technologies.

- If you have an existing TechConnect contract, Rockwell Automation is offering you a new opportunity to interact with a remote virtual support application for mobile devices called **Live View powered by PTC Chalk**. [Click here to learn more](#).
- If you don't have a contract, we are offering you access to online support **until June 30th** to help your operations during this difficult time. With this offer, you can access our global engineering experts who can assist you from one of our global remote support centers as well as over 100,000 expert-written articles to troubleshoot faster [here](#).

#### **Collaborative Remote Assistance**

With varying travel restrictions and social distancing measures in place, we understand that getting expertise where you need it be can be challenging right now.

- Rockwell Automation has partnered with PTC to offer **free access to FactoryTalk® InnovationSuite™ Vuforia Chalk**, a collaborative remote assistance tool, through June 30<sup>th</sup>. This augmented reality software program helps employees who need to share real-time instructions and guidance without being physically on-site. [Click here to learn more](#).

## Training

With more employees working remotely and increased production demand, those remaining at your facilities may not have all the skills needed to keep you up and running.

- We are offering **fast pass access to an e-learning course** of your choice at no cost. Choose between our [14 e-learning classes](#) that cover six core automation technologies, AND use this pass anytime in the next 90 days.

With travel restrictions, social distancing and other safety measures in effect in varying degrees globally, we are utilizing remote support as a first line of support for our customers and partners. For special exceptions, Engineering Services may be available for business essential needs. If you have a need for onsite services, please reach out to your Rockwell Automation Account Manager or authorized distributor partner to discuss your needs and how we can help.

Our team continues to monitor the end-to-end extended supply chain and take proactive steps. These actions include building up inventory, securing additional freight capacity, and a robust expediting process for critical orders. We also continue to evaluate contingency plans throughout the network.

We know you face many challenges during this difficult time and we want to support you and help mitigate disruption to your business. To learn more about the offers described above, please visit this [KnowledgeBase](#) page or contact your Rockwell Automation Account Manager or authorized distributor partner.

We are in this together and if you have any special needs that are not met by the above special actions, please don't hesitate to reach out and ask how we might be able to help.

Best Regards,

A handwritten signature in black ink that reads "Blake Moret". The signature is written in a cursive style with a large initial "B" and "M".

Blake Moret