

# Workforce Support and Training

Fill skills gaps. Strengthen worker competency. Maximize productivity.



# The Growing Skills Gap

**Your access to skilled talent is decreasing as operational demands and the need for new skills are increasing.**

Your workers with critical knowledge and experience are retiring and leaving the workforce, but the availability of qualified young workers is not sufficient to replace them.

Simultaneously, the move to smart manufacturing is putting new demands on your workforce. The convergence of business and industrial systems, and the adoption of the Industrial Internet of Things (IIoT) technologies are creating a need for new skills to implement and oversee more connected operations.

The skills gap is a global challenge. As it widens, it threatens to reduce your productivity and slow your time to market. You need ways to combat this challenge today.

## Strengthen Competency and Fill Skills Gaps

Reduce the impact of the skills gap on your operations with Workforce Support and Training Services from Rockwell Automation®. These services can help you:

**Supplement** your workforce to address critical skill shortages

**Retain** and build critical skills

**Stay productive** and keep up with customer demands



### Rockwell Automation Supports Industrial Workers with:

**24/7**  
Support

**12**  
Remote support  
centers with  
500+ engineers

**100+**  
Consultants

**700+**  
Field services  
professionals

**100+**  
Training  
courses

**98.7%**  
Customer  
satisfaction  
rating

# Remediate the Risk of Downtime

Occasionally, you may encounter situations that need technical expertise outside the scope of your workforce. When service needs arise, you may benefit from additional on-site or remote support to help minimize downtime, optimize equipment performance and improve employee efficiency.

**TechConnect<sup>SM</sup> Remote Support** provides the knowledge and support you need, when you need it, to address your top challenges, whether it's production issues, training gaps, or keeping up with software updates.

- Phone support is available 24/7 and can help you install and configure, troubleshoot, or diagnose technical issues
- Online support includes access to highly trained technical support engineers via live chat, training support via Training Advisor, and the ability to save helpful content and receive product notifications
- Software support can help you manage software updates

Our global network of over **700 field service professionals** are available to assist with troubleshooting or maintenance. They can perform services on both our products and those from other brands and are available as-needed, scheduled or full-time.

## Specialized Skills

We also can step in to provide specialized skills that you may only need on a limited basis. This can include:


- Performing a **workforce gap analysis** and creating a remediation plan
- Conducting **network, safety and security assessments**
- Providing **data integration and contextualization** services for smart manufacturing until the necessary skill sets are developed in-house

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A global mining company chose **Rockwell Automation TechConnect Application Support** for one of its sites that lacked engineering expertise.

Off-site application support engineers became a virtual extension of the company's staff, handling basic system troubleshooting to enhance the process line.

The support helped the mining company save more than 50 hours of annual downtime – equivalent to \$1.1 million per year.



**82 percent** of U.S. manufacturing executives believe the skills gap will impact their ability to meet customer demand.



# Bridge the Skills Gap and Enable Worker Competency

Can your workforce meet your productivity, quality and safety goals? Whether at a single plant or across global operations, our industrial automation training programs provide foundational, intermediate, and mastery-level skills.

Available around the world, in your local language, our workforce training services can be tailored to your specific needs:

- **E-learning** is self-paced, self-directed and convenient for workers
- **Open Enrollment Training** is aligned to specific job functions
- **Training Workstations** provide self-paced, hands-on learning for a variety of systems
- **On-site Training** comes to you to provide savings and eliminate the need for costly travel

We can also help solve your larger training challenges:

- Do you know whether your training program is addressing your workforce's needs? Our **Training Advisor** can assess worker knowledge levels and create a tailored training plan.
- Do you want to retrain your workforce to prepare them for smart manufacturing? The Rockwell Automation and Cisco **Industrial Networking Certification** program provides crossover IT and OT skills.

## BENEFITS

- Train a new generation of workers
- Meet time and budget goals with a variety of training options
- Address urgent needs with accelerated programs
- Prepare workers for the IIoT with training and certifications



A major automaker undergoing a global production overhaul turned to Rockwell Automation to create a train-the-trainer program.

**We trained more than 30 in-house trainers in multiple plants.** In turn, those trainers have taught more than 1,500 workers how to operate, maintain and troubleshoot the new control architecture in their home plants.

# Supplement Your Workforce

Are you having trouble filling a position? Or do you just need to capture critical knowledge before it walks out the door? Our workforce support services can augment your on-site staff to fill any gaps and help keep production running.

- **Start-up and Commissioning** support can help you avoid improper equipment commissioning due to lack of knowledge or skills, which can lead to future production problems. Our field-service professionals can help get your equipment up and running on time, and work with you to verify that it's performing safely, efficiently and as designed.
- **Our TechConnect Application Support** provides a dedicated support team to address your production needs and reduce downtime when talent isn't locally available. A customized and searchable Knowledgebase also can help you retain key knowledge through staffing changes.

- **Job Aids** provide essential information that can help minimize errors, especially among new employees or for routines that are not performed frequently. Our aids can cover a wide range of technologies and job functions, and are available in a variety of languages. They can include:
  - Procedure guides
  - Troubleshooting guides
  - Document reference guides
  - Quick-reference guides or cards
  - Customized job aids
- **Preventative Maintenance** service agreements are available for when you don't have the resources to develop and sustain a preventative-maintenance program on your own. We can provide plant-wide maintenance services on all your automation assets, identify pending failures, and recommend what components should be repaired or replaced.
- Our factory-trained **embedded engineers** can help keep projects like facility upgrades or startups on schedule when qualified talent isn't locally available.

## BENEFITS

- Supplement your staff with cost-effective remote support
- Integrate job aids into your workflow to reinforce best practices
- Use skilled engineering resources to assist with startup, maintenance, or upgrades

## THE ACADEMY OF ADVANCED MANUFACTURING

The Academy of Advanced Manufacturing (AAM), Rockwell Automation and Manpower Group's joint initiative to provide military veterans with the skills to succeed in advanced manufacturing roles, launched with its first pilot in August 2017. Students of the Academy complete an intensive 12-week training program that prepares them for jobs as highly sought-after Instrumentation, Automation, and Controls Technicians, helping to fill a critical skills shortage in the rapidly evolving manufacturing sector.

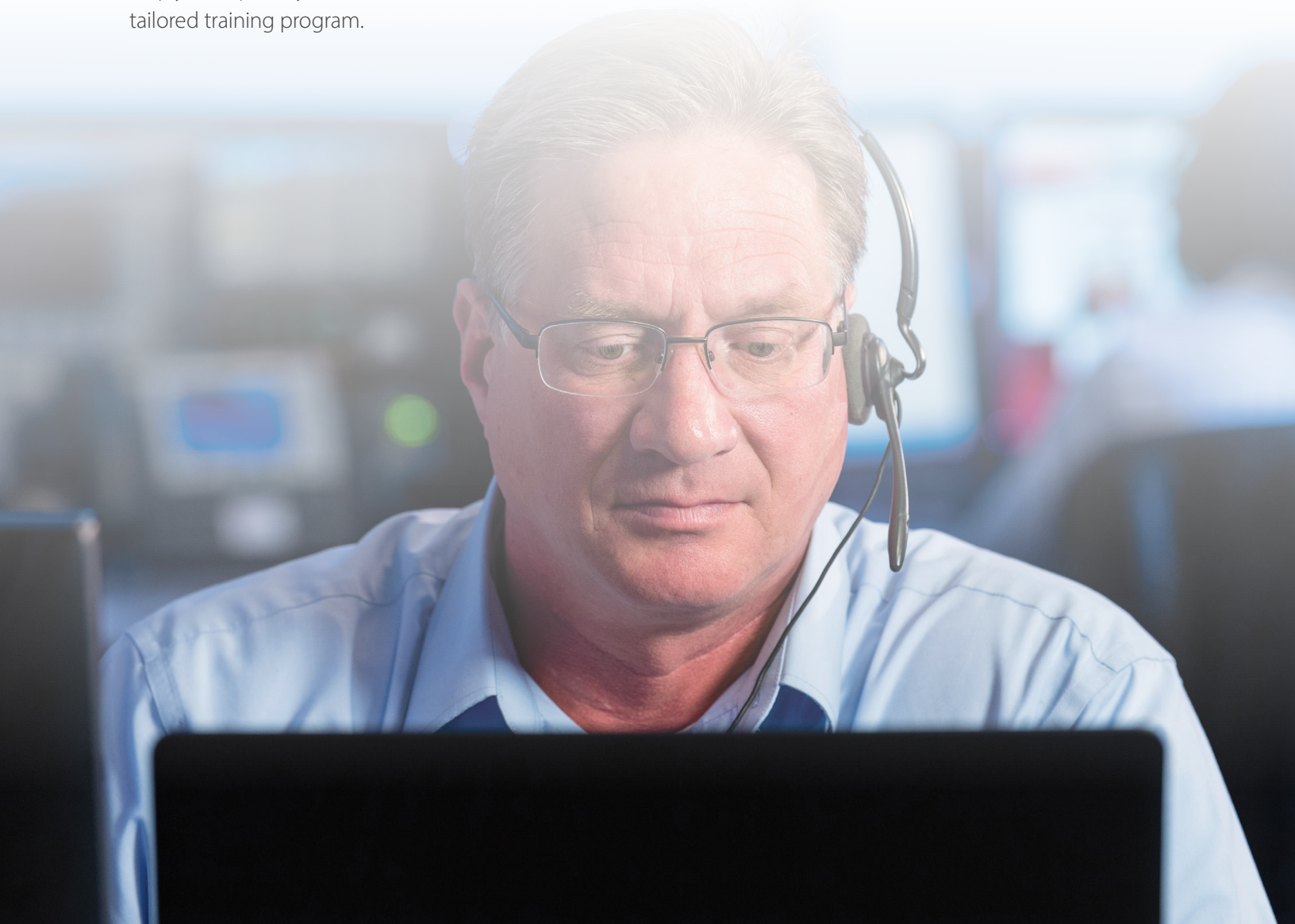
Visit [rok.auto/aam](http://rok.auto/aam) to learn more.



# Optimize Operations

Maximizing workforce productivity among today's industry challenges requires a combination of data analytics and resource planning.

- **Remote Monitoring and Analytics** services provide around-the-clock monitoring of your critical operations. Our engineers alert your on-site maintenance teams to quickly resolve any detected issues. We can help you proactively address issues before they lead to downtime.
- Performance optimization may also require a **customized training curriculum**. Drawing from more than 1,200 lessons in our database, we can help you improve your workforce skill set with a tailored training program.





# What Are Customers Saying?



## ON-SITE TRAINING

The embedded instructor provided a level of immediacy and responsiveness that proved invaluable in helping technicians understand and effectively apply what they've learned directly to the plant floor.

**Maintenance and reliability manager,**  
major beverage company



## APPLICATION SUPPORT

The support we get from the staff is phenomenal. It's like having someone continuously standing over your shoulder, constantly pointing out potential problems and then letting you know how to correct them

**Plant engineer,**  
roofing systems manufacturer



## TRAINING ADVISOR

Having Training Advisor included with TechConnect has been a key for me. I've been able to utilize it to identify where knowledge gaps exist on the maintenance staff and help determine where we should invest our training dollars.

**Support Engineer**



## REMOTE SUPPORT

We now have confidence that any problem we encounter can be resolved in a timely fashion and parts will be on hand and readily available when we need them.

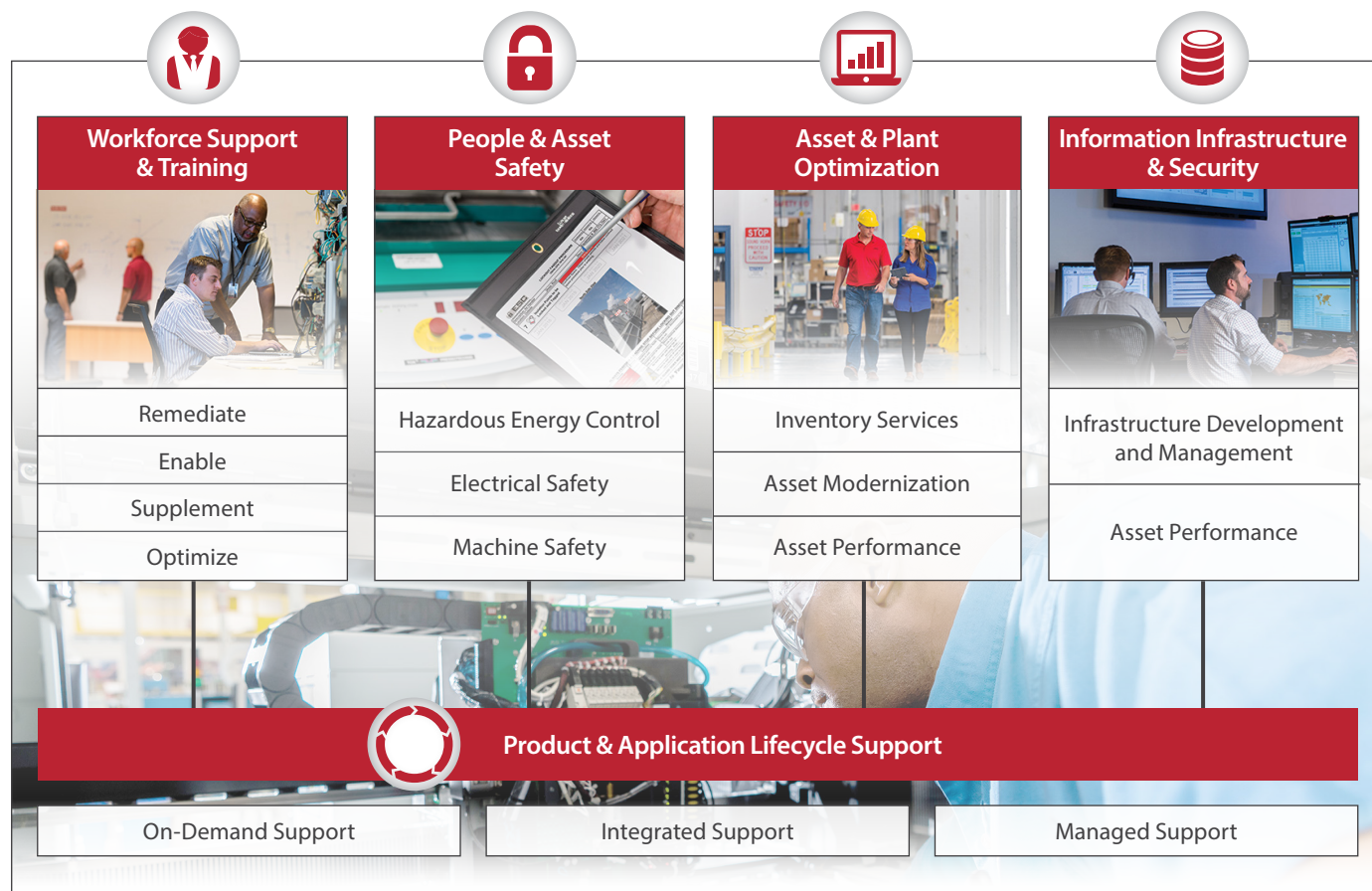
**Maintenance Manager,**  
major beverage producer



## ACCELERATED TRAINING

A year ago, he wouldn't have been left alone in the plant. Today, he has the knowledge and skillset to handle any job.

**Plant Engineer,**  
food producer



For more information about how we can help you solve your unique business challenges, contact your local authorized Allen-Bradley distributor or Rockwell Automation sales office, or visit: [rok.auto/services](http://rok.auto/services)



Services vary by region.

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