

A worker in an orange safety suit and helmet is working on industrial machinery. The worker is wearing a white hard hat, safety glasses, and large black earplugs. The machinery is complex, with many pipes, valves, and electrical components. The background is bright, suggesting an outdoor industrial setting.

INDUSTRIAL SOLUTIONS

Customer Focused Value Add Solutions



**STATE ELECTRIC
SUPPLY CO.**

CUSTOMER FOCUSED, QUALITY DRIVEN

LIFECYCLE SERVICES

Annual Recurring Revenue (ARR) or Contracts

TechConnect Agreement

Rockwell Automation software and/or hardware support

CBOT: Customer Blocks of Time

Benefits:

- One price for labor and travel
- Lower price for emergency and medium voltage callout service
- Use as needed for reactive or preventive maintenance
- No more single purchase orders every time you need service
- Quarterly payments available for blocks of >240 hours

Installed Base Evaluation (IBE)

Understand and minimize customer's lifecycle risk by:

- Site
- Area
- Line
- Machine
- Panel

By optimizing Maintenance, Repair, and Operations (MRO), we ensure the right parts are in the right place at the right time.

Inventory+ (PMA)

A Parts Management Agreement (now called Inventory+) providing:

- Access to on-site Rockwell Automation-owned spare part inventory
- No upfront costs or risks associated with purchasing spares
- Reduced operating costs for maintenance, repair, and inventory management

Repair+ (Assurance)

Simplify repair budgeting and streamline the repair order process with:

- Single contract for all repair services
- Renewable contract
- Predictable, fixed monthly billing
- Additional incentives to reduce overall expenditure
- Quality remanufacturing services with standard repair warranty



**Authorized
Service Provider**

A ROCKWELL AUTOMATION PARTNER

Preventative Maintenance+ Contract

Extend the lifecycle of your assets, optimize performance, and manage maintenance costs through:

- Standard maintenance activities, inspections, and tests
- Extended parts warranty to cover unforeseen failures

Supports low voltage and medium voltage drives with active and active mature lifecycle statuses. Delivered by highly trained and skilled Rockwell Automation Field Service Professionals.

Integrated Services Agreement

Maximize the value of your Rockwell Automation investments across your facility with our flexible suite of support services, including:

- Identifying older installed base parts that need upgrades
- Ensuring spare parts availability
- Consultation on lifecycle status and development

Field Service Callouts

Coordinate and arrange all field service requests, including ASP Authorization for drives startups.

Training

Access Rockwell Automation or State Electric Specialists for in-person or online training. Choose from training sessions at a State Electric location, customer's site, or nearby hotel. Online training offers single class "seats" or annual subscription access to Rockwell's extensive course library.

Repair/Remanufacturing Services

Experience a complete, single-source solution for electrical, electronic, mechanical, and servo product repairs. We offer comprehensive repair services for over 200,000 items from over 7,000 manufacturers.

Network Management and Cybersecurity

Get assistance with Network Assessments and Cybersecurity requirements through Rockwell's diverse offerings. We provide passive assessments of your industrial network and active monitoring services.

In-House Panel Assembly and Design

Benefit from our expertise in custom panel assembly and design. We can utilize common parts from our stocked shelves to deliver products tailored to your needs, based on your design or with our design support.

Capacitor Reforming Services

Take advantage of our in-house and on site capacitor reforming services. We can renew the power of devices containing capacitors that may have remained unpowered for extended periods, helping you avoid sending them for repair at critical times. This service covers Variable Speed Drives, Capacitor banks, and individual large capacitors.

Experience comprehensive support and maximize the potential of your Rockwell Automation investments with our range of solutions.



— PRO Solutions —

Drive Start-Up Assistance with Extended Warranty

- Commission and start-up performed by expert engineers
- Improved on-time production and equipment operation
- Reduced risk of performance problems and premature equipment failures
- Factory warranty extended for up to two years

Installed Base Evaluation™ (IBE®)

- Reduce costs by identifying and eliminating excess inventory
- Increase uptime by ensuring critical spares are available
- Identify and mitigate risks with older equipment
- Build a modernization budget based on lifecycle risks

Lockout/Tagout Solutions

- Value with a high return on investment
- Work with expert engineers specializing in LOTO program implementation
- Compliant, safe, and efficient LOTO solution with automation systems

Machine Level Network Design

- Increase machine visibility
- Improve application response time
- Support growth and expansion planning
- Reduce operational costs


Standard Network Assessment

- Inventory of network components
- Baseline comparison against industry standards
- Evaluation with minimal impact to production
- Recommendations and remediations for network infrastructure
- Actionable next steps


OUR SERVICES TEAM IS HERE TO HELP


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