FINDING SOLUTIONS TOGETHER

A global network of top system integrators is available at your fingertips.

By Ken Schnepf, Managing Editor, The Journal

"The Solution Providers are specialists in their fields, and in many cases technical advisors to their customers. When a customer chooses a Solution Provider, they can be confident they have successful experience in the industry and applications they serve."

"A growing need from Rockwell Automation's larger customers is to provide turnkey solutions," adds Mark Moriarty, Solution Provider/System Integrator Program Manager at Rockwell Automation.

"In some cases Rockwell Automation has established the expertise to meet customers' needs, but in many cases, we need to work with Solution Providers to provide that solution," Moriarty adds. "In many ways, the Solution Provider Program is similar to the Encompass Program, except instead of providing products, Solution Providers provide services that compliment what Rockwell Automation can deliver."

Focusing on the User

The Solution Provider Program offers less obvious yet equally advantageous benefits for manufacturers.

>> If you want access to a global network of top systems integrators in the industry, you've already got it — it's called the Rockwell Automation Solution Provider Partner Program.

"Each Solution Provider is chosen and categorized based on specialized industry, application and technology disciplines they serve," explains Tim Ogden, manager of the Global Partner Programs at Rockwell Automation.

To qualify as a partner, each company is rigorously screened by Rockwell Automation and independent

auditors, explains Ogden. They're evaluated based on operational excellence in financial stability, documented quality management, structured project management, industry and application knowledge, commitment to training and employee competency development.

This is done by leveraging the Control System Integrator Association (CSIA — www.controlsys.org) certification process. CSIA is committed to business development of control system integration companies and their implementation of best practices to provide a healthy, low-risk channel for the application of technology.

The companies are annually re-evaluated through a success planning process and, of course, Rockwell Automation product and technology skills.

Brent Stromwall, vice president of Polytron, Inc., a Solution Provider Program member for more than four years, agrees that because of this diligence by Rockwell Automation, those using products and services produced by program members know that the companies are qualified. "I don't think the end users realize how valuable that truly is to them," he says.

> "Customers can take advantage
> of our Solution Providers
> by locating an industry
> leading partner through our
> PartnerNetwork search engine."
> – Tim Ogden

"When a solution is delivered to a user, then the user is getting a better-aligned team between Polytron and Rockwell Automation," Stromwall adds. "We are more collaborative in the delivery of the service to the client. Ultimately, I think there is a higher quality of service."

"The System Integrator community is very critical to the success of Rockwell Automation," Ogden explains. "Our products and technology must be engineered to meet the customer needs, and we need a global partner network that can help integrate our products to meet the customer needs. Rockwell Automation feels that to achieve customer success, you need world-class products and delivery partnerships. Our goal is to partner with our Solution Providers to become trusted advisors for our customers' manufacturing solutions."

Each Solution Provider has numerous referenced projects and customer success to back up their world class skills. "The

>> Take Advantage of These Top Systems Integrators

Solution Provider	City, State	Country
ABCO Automation, Inc.	Brown Summit, NC	USA
Applied Control Technology	Texarkana, TX	USA
Bachelor Controls Inc	Sabetha, KS	USA
Bachelor Controls Inc.	Memphis, TN	USA
Biehle Electric, Inc.	Seymour, IN	USA
Concept Systems Inc.	Albany, OR	USA
Electro Design Engineering, Inc.	Bradenton, FL	USA
Elm Electrical Inc.	Westfield, MA	USA
ESE Inc.	Marshfield, WI	USA
HK Systems Inc. - New Berlin	New Berlin, WI	USA
Horizon Consultants, Inc.	Gonzales, LA	USA
Interstates Control Systems Inc.	Sioux Center, IA	USA
Javlyn, Inc.	Rochester, NY	USA
JVH Engineering Inc.	Grandville, MI	USA
L.H. Controls, Inc.	Fort Wayne, IN	USA
Matrix Technologies, Inc.	Maumee, OH	USA
Millennium Control Systems Inc.	Eastlake, OH	USA
Naval Automation Group, LLC	Norfolk, VA	USA
Polytron, Inc.	Duluth, GA	USA
Precision Control Systems of Indianapolis, Inc.	Indianapolis, IN	USA
PREMIER System Integrators, Inc.	Smyrna, TN	USA
Pyramid Controls	Cincinnati, OH	USA
Reimelt Corporation	Odessa, FL	USA
Revere Control Systems, Inc.	Birmingham, AL	USA
River	Columbus, OH	USA
RoviSys Company	Aurora, OH	USA
Rutter Hinz	Calgary, AB	Canada
Stone Technologies	Chesterfield, MO	USA
Systems Interface Inc.	Bothell, WA	USA
Taurus Power and Controls	Tualatin, OR	USA
Technical Systems Inc.	Lynnwood, WA	USA
Tegron	Longview, TX	USA
The Oilgear Company	Milwaukee, WI	USA
TriCore AEA	Racine, WI	USA
W-Industries, Inc.	Houston, TX	USA
Western Integrated Systems Ltd.	Burnaby, BC	Canada

These leading system integrators in North America have passed a rigorous screening process that allowed them into the Rockwell Automation Solution Provider Program. To learn more about their expertise, visit www.rockwellautomation.com/integrators.

customers can take advantage of our Solution Providers by locating an industry leading partner through our PartnerNetwork™ search engine at www.rockwellautomation.com/go/sitj," Ogden says. "This site lets users search based on industry, application, region and technology discipline. I would encourage any customer to contact our Solution Providers to discuss their manufacturing challenges, learn how they have solved similar problems for other customers, and include them on their next proposal."

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> – Mark Moriarity

Working Closely as a Team

Program members also have extensive and regular communications with Rockwell Automation.

"Each sales office works closely with their solution provider to plan successful growth and help them meet their customer's needs," Moriarty explains.

Several key topics and forums help Rockwell Automation program managers to communicate with partners:

- **Customer Opportunities:** Rockwell Automation holds business planning and updates to focus on customer satisfaction.
- **Training and Competency:** Rockwell Automation has many partner events, such as technology conferences, distance learning and training updates on new technology.
- **Industry Expertise:** An annual

partner event helps provide information about the company's direction, industry trends and economic conditions.
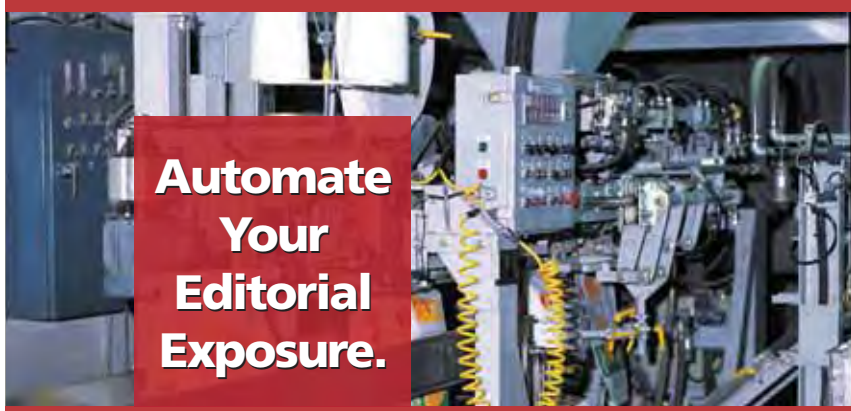
- Marketing: Rockwell Automation provides multiple avenues for a Solution Providers to proactively market their company's focus and strengths. Vehicles such as Automation Fair, CAOTM, The Journal and the PartnerNetwork™ are open for SPs.

Established 10 years ago, the program continues to grow and adapt to meet changing needs of Rockwell Automation customers.

"Rockwell Automation sees several new trends in automation, and we have expanded the program beyond traditional control platforms," Ogden says. "Many of our customers use manufacturing as a competitive advantage, and our Solution Provider program has expanded into process, safety and information solutions to meet the changing demands of our customers and industries." ☐

Rockwell Automation Solution Provider Program
www.rockwellautomation.com/go/sitj