Rockwell Support

Superior customer-tailored software support for licensed, open-source, and internal customer software products

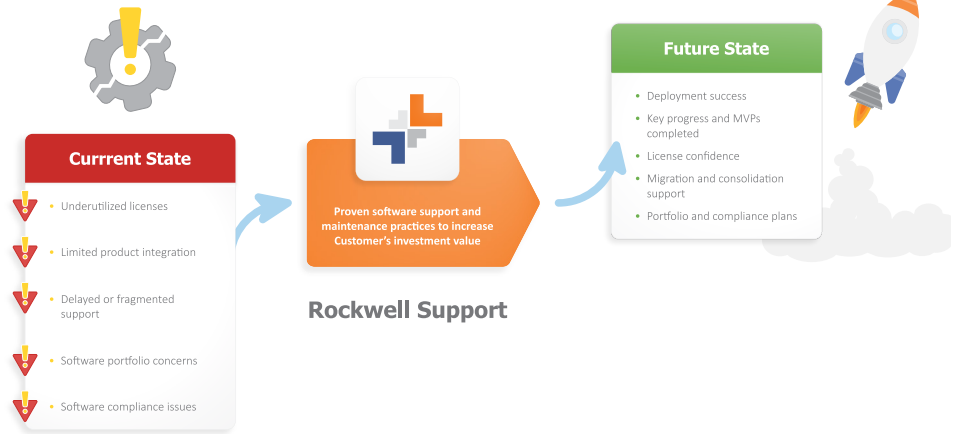**FARO**

For government entities seeking to increase value from software investments

Product Overview

An innovative approach to software maintenance and support that wraps customer-centric care around product-centric support offered by the provider. Customers accomplish more, run more reliably, and manage investments more smartly with Rockwell.

Business Level Benefits

- Achieve the results intended with the software investment
- Demonstrating software features and functionality
- Executing software roadmap and releases
- Mapping licenses to utilization objectives
- Coordinating provider support more effectively
- Increasing confidence in organizational command of software assets

Currrent State

- Underutilized licenses
- Limited product integration
- Delayed or fragmented support
- Software portfolio concerns
- Software compliance issues

Proven software support and maintenance practices to increase Customer's investment value

Rockwell Support

Future State

- Deployment success
- Key progress and MVPs completed
- License confidence
- Migration and consolidation support
- Portfolio and compliance plans

Features

Capability

Reduce "shelfware" or underutilized licenses by predictably identifying and completing support tasks to reach technical and functional outcomes

Flexibility

Shifting support needs as the customer ecosystem evolves (upgrades, lifecycle changes), including working with allied products (e.g., single sign-on, VPNs, logging, and DevOps)

Collaborative

Working closely with customer teams to align with resource availability (backfilling or should-to-shoulder) and skillset capacity (specialized knowledge and experience)

FARO Differentiators for Government

You can count on FARO's Solutions to support customer confidence in IT execution:

FARO provides 3rd party support for externally licensed, open source, and internal developed products. This support is additive (not competitive with) internal resources.

Customers benefit from getting more value from the software investments they have made including:

- Improved achievement of intended result
- Greater reliability and reduced risk of operations
- Lower Total Costs of Ownership (TCO) and elimination of "tech debt"
- Increased flexibility based greater confidence in support

FARO can support complex multi-product domains that are particularly challenging for customer resources remotely and/or on-site. FARO resources will also meet customer compliance requirements (e.g., HIPAA business associate agreements, background checks, etc.)

Easily procured through well established government contracting vehicles:

- NASPO
- NCPA
- CA DGS SLP
- CA DGS CalNet

Compatability Model

Rockwell supports over 300 market solutions for government entities, including many products and languages from:

- Microsoft
- Oracle
- IBM
- Red Hat
- AWS
- ServiceNow
- Salesforce
- Microfocus
- Broadcom
- Java / C# / .Net