



FACTORY AUTOMATION

***News Release***

**Mitsubishi Electric Automation Support Connect for  
Remote Asset-Management Featured at PACK EXPO**

***Platform-as-a-Service for Increased Visibility, Performance and Sustainability  
of Production Floor Assets***

VERNON HILLS, Ill. — September, 26<sup>th</sup>, 2011 — [Mitsubishi Electric Automation, Inc.](#), announces that its [award-winning Support Connect](#) remote connectivity subscription service is now available nationwide. Support Connect is a Platform-as-a-Service (PaaS) technology that enables Mitsubishi Electric Automation customers to serve end-users through a simple and secure remote-based services solution.

Designed to meet the needs of machine manufacturers, value-added resellers and end-user service organizations, Support Connect provides cost-effective administration, predictive maintenance and remediation of remotely managed assets without an upfront investment in datacenter hardware and ongoing infrastructure maintenance costs. Support Connect allows service and support resources to concentrate on serving their customers instead of managing the connectivity between companies.

“Our OEM customers and value-added resellers are constantly striving to increase customer satisfaction and service levels to *their* customers, while creating recurring revenue streams and post-product sales,” said Sloan Zupan, Mitsubishi Electric Automation senior product marketing manager. “Support Connect gives them cost-efficiency, greater visibility, performance and sustainability of remote production floor assets and applications.

Support Connect service is now available directly from Mitsubishi Electric Automation, or one of its certified Support Connect resellers.

**About Mitsubishi Electric Automation.**

As one of many Mitsubishi automation affiliates around the world, Mitsubishi Electric Automation, Inc., is part of a \$40 billion global company serving a wide variety of industrial markets with a family of automation products including programmable logic controllers, variable frequency drives, operator interfaces, motion control systems, computer numerical controls, uninterruptible power supplies, industrial robots, servo amplifiers and motors, and industrial sewing machines. The corporate philosophy of the company includes a commitment not only to providing superior solutions and service to Mitsubishi Electric customers, but also to contributing to the local community and creating a rewarding work environment for its employees. For more information about Mitsubishi Electric Automation, visit [www.meau.com](http://www.meau.com).

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