Startup Service Plan

Enhanced ATS support during year 1 operations

Benefits

Faster Time
to Production

Data Analysis

Workforce
Empowerment

Common Use Cases

- Accelerate learning curve and knowledge transfer
- Use asset performance data to make better maintenance decisions
- Establish operational best practices
- Access to ATS SMEs to navigate production challenges
- Spares on hand to lower operational risk

The Startup Challenge

The steep learning curve associated with integrating a new automated manufacturing system, and the difficulty of hiring and retaining skilled operators and maintenance technicians, creates a margin for error in operation and maintenance, which can lead to lost production hours and lower overall productivity.
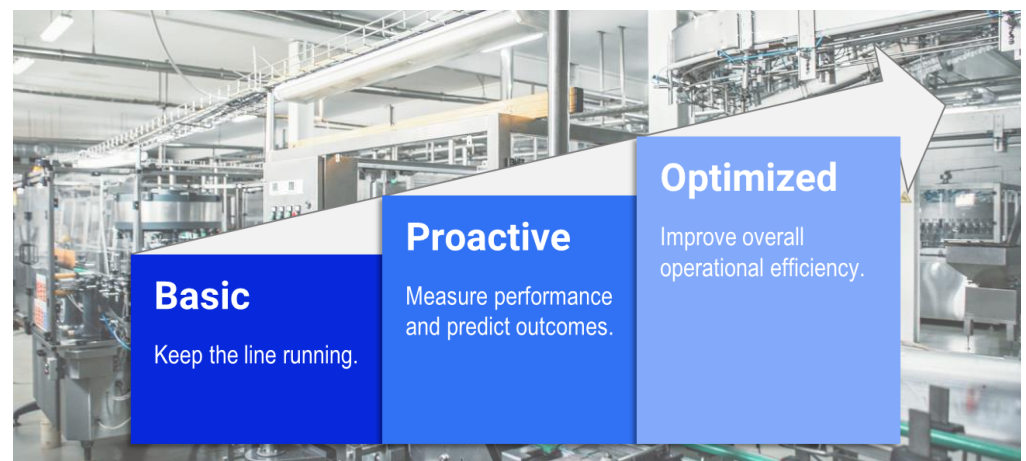
Support During Ramp-up and Beyond

ATS Global Service has created a support program to help operations and maintenance teams meet critical production milestones during ramp-up and year 1 operations.

The Startup Service Plan includes the following elements …

- Training to help maintain and operate equipment to the highest level of asset performance, including activities such as preventive maintenance, changeovers, fault recovery and troubleshooting
- Analysis of production data and key performance metrics to improve event recovery procedures and visualize line performance
- Opportunities for operators and maintenance technicians to work collaboratively (remotely and onsite) with ATS equipment SMEs during ramp-up to facilitate knowledge transfer
- Recommended spare parts kits to reduce lead times and optimize inventory levels

Service Levels

No two automation projects are alike, and neither are the needs of manufacturers when it comes to post-integration support. Choose from three different service levels depending on operational priorities – Basic, Proactive and Optimized.

Basic
Keep the line running.

Proactive
Measure performance and predict outcomes.

Optimized
Improve overall operational efficiency.

Empowering
Your Operations

ATS™
GLOBAL SERVICE

		Service Levels		
		Basic	**Proactive**	**Optimized**
SUPPORT				
Customer Portal	24/7 web access to request and track service support tickets, verify part order status, view asset information, recommended part list, BOM, drawings, etc.	✓	✓	✓
Remote Support*	ATS SME technical support performed remotely during regular business hours (Allotted hours exclude warranty-related work)	10 hours	25 hours	50 hours
	ATS Enhanced Remote Support software tool license	✓	✓	✓
	ATS staff response time for customer support and troubleshooting	24 hours	8 hours	4 hours
Onsite Ramp-up Support	Labour and travel for 2 ATS technical experts providing controls and mechanical deployment support onsite to accelerate the time to steady-state production.		1 week	2 weeks
Embedded Support	Embedded onsite ATS resource(s) for extended ramp-up and production support. ATS resource(s) operate as an extension of your maintenance and/or operations team to sustain optimal machine performance.		optional	optional
Onsite Emergency Response & Coverage	Next Business Day**			✓
	Labour & Travel	standard rate	discounted rate	preferred rate
	Material/Parts	standard rate	discounted rate	preferred rate
MAINTENANCE				
System Health Check	Perform periodic verification of line operations, system health checks, calibrations, and review practice of scheduled maintenance tasks per Operation & Maintenance Manual; plus deliver an opportunity report with targeted system improvements and operations and maintenance procedure modifications.	optional conditional health inspection	optional full system health check	optional full system health check
	labour, travel & parts coverage	standard rates	discounted rates	preferred rates
PPM Plan Optimization	ATS PPM approach combines a risk-based analysis of your application and machine design to deliver a proactive maintenance design.	optional	optional	optional
SPARE PARTS				
Recommended Spare Parts	Allotment scope and part type: delivery of parts kit containing replacement materials during Startup and Year 1	critical parts	critical & contact parts	critical, contact, & high use consumable parts
	Spare Parts Volume Discount	●	●●	●●●
	eCommerce: improved processing time for replacement parts with 24/7 access to tailored parts catalogs and assemblies	✓	✓	✓
	Spare Parts Inventory			optional
PERFORMANCE				
Reliability Assessment	Assessment to fully understand the asset operating environment and drive a successful launch of the system.	✓	✓	✓
Manufacturing Software***	Illuminate™ Manufacturing Intelligence Base Module with performance analysis, broadcast notifications, and reporting.	✓	✓	✓
Production Performance Analysis	Self-serve or ATS SME provides periodic production data analysis with summary of insights & recommendations.	self-service	semi-annual analysis & reporting	quarterly analysis & reporting
TRAINING				
Instructor-led Launch Training	Operator, maintenance, product, and software informal and formal classroom training to meet delivery timeframe.	optional	1 onsite training session	2 onsite training sessions
Self-service On-demand Training	eLearning - High-Speed Automation Specialist	optional	optional	optional
	Smart Coach with professionally developed complex/critical task-related step-by-step video content	optional	optional	optional

*   Remote Support response and resolution times may be upgraded as contract adder.
**   upgrades to expedited onsite response time may be selected where available.
*** Illuminate needs to be purchased, configured, and installed on machine if not present
✓   included as part of contract; all other labour outside of contract
●/●●/●●● spare parts volume discount varies with service level

SME   subject matter expert

standard, discounted and preferred rates not included in contract and separate charge at negotiated rate

For More Information

ATS Global Service is an industrial services provider that helps manufacturers control operating costs, reduce unplanned downtime and maintain optimal performance over the lifecycle of their industrial automation systems.

To learn more, contact your ATS Automation or ATS Global Service account representative, or visit the ATS Global Service web page - www.atsautomation.com/services/. North America (734) 522-1900, Europe +49 (0) 15202784899.