

# ATS Smart Coach™ On-demand Platform

Direct access to the exact training and documentation needed at the point of use

## Benefits

### Better Ramp Up

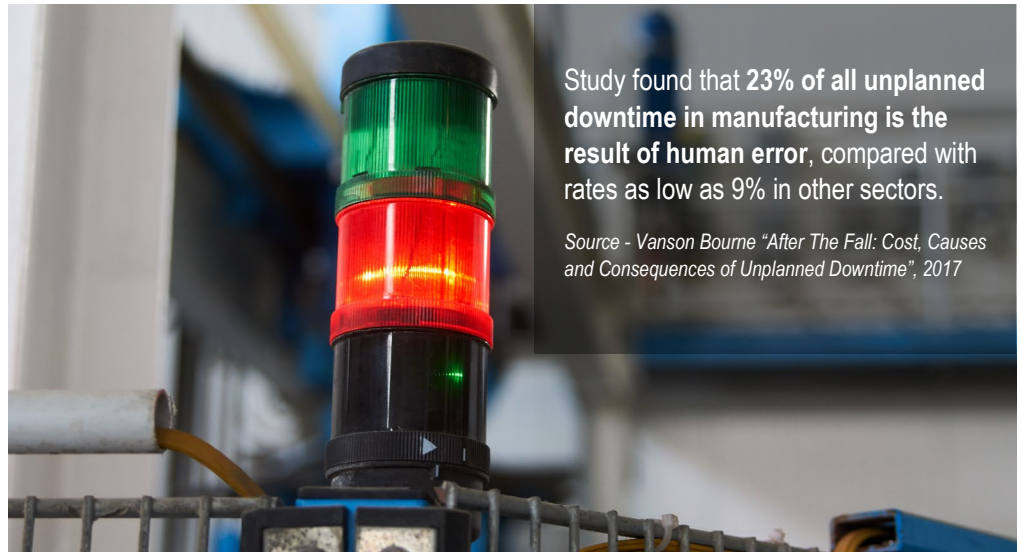
- Optimizes employee onboarding by reinforcing knowledge in the time between classroom training and actual system operation
- Gives access to subject matter expert created content in real-time and at the point of use
- Improves knowledge retention through repetition by allowing new operators multiple opportunities to revisit target content as required and in-situ

### Optimal Resource Planning

- Frees up resources by reducing need for on-the-job training
- Provides flexibility in skill requirements to “hire for potential not perfection”
- Increases employer’s ability to meet evolving learning styles

### Reduce Downtime

- Empowers workforce and reduces dependency on SME’s (both internal and external) to attend to issues on the line
- Minimizes further delay by providing on demand access to expert content on your smart connected device
- Scales with your needs allowing continuous content changes to address any new operational or process adaptations that are required



Study found that **23% of all unplanned downtime in manufacturing is the result of human error**, compared with rates as low as 9% in other sectors.

Source - Vanson Bourne “After The Fall: Cost, Causes and Consequences of Unplanned Downtime”, 2017

## Maintaining Automated Manufacturing Systems

As the manufacturing workforce evolves, there is a need to expedite the onboarding and training of new equipment operators and maintenance technicians. Initial post-integration training is often not passed along to new employees or people simply forget and need a refresher. In either case, overall plant floor and machine knowledge diminishes over time which can lead to human error, unplanned downtime, and missed production targets.

To retain consistent, repeatable training and operating practices, it might be time to consider a new approach by leveraging the ATS Smart Coach on-demand platform. This online service provides your operators, maintenance, and quality teams direct access to relevant machine-specific self-help training and documentation via a smart device, whenever they need it.

## Expert Knowledge on Demand

Our Subject Matter Experts (SMEs) create custom videos and documentation featuring your ATS equipment and according to the needs of your manufacturing operations. Common use cases include troubleshooting procedures and maintenance tasks.

This task specific content can be accessed simply by scanning a QR code affixed to a station or machine. Should the content be required in an area without internet connectivity, it can be downloaded onto a device and accessed as needed.

## Popular Use Cases

- System Overview
- Fault Troubleshooting
- Preventive Maintenance
- Machine Operation
- Station & Fixture Set-up

Empowering  
Your Operations

  
GLOBAL SERVICE

## How it Works

1

Content is created and posted on the online platform.



2

QR codes and links are created that connect directly to relevant machine content.



3

Equipment operators and technicians access content on-demand, whenever they need it.



4

Your team is equipped with step-by-step directions to complete a task "with the expert", without the expert being there.



## Deployment and Configuration Options

The Smart Coach cloud-based platform can be accessed 24x7 with smart connected devices such as mobile phones, wearables, tablets, and PCs. As it is a hosted solution, the annual fee is determined primarily by the number of videos stored (data usage) and the quantity and frequency of videos produced.

### Video Creation:

If you are purchasing a new ATS machine, the ideal time to produce Smart Coach video content is during Factory Acceptance Testing (FAT). However, videos can also be filmed on location at your manufacturing facility. Our Subject Matter Experts (SMEs) come to your facility, capture the required footage, and within 2-4 weeks finalize editing and submit the video to you for approval. Other factors come into play when filming on location such as, travel time and expenses, and securing optimum filming dates such as holidays or weekends, etc., to minimize disruption.

### Typical content and videos produced:

#### 1. Custom step-by-step videos created by ATS subject matter experts

The custom video content is curated for your machines and for your company's operations or preventive maintenance practices. This can be as simple or as detailed as you decide. For example, the video can include overlays such as circles or arrows pointing to the specific area, or annotations with step-by-step directions.

#### 2. Standard machine user manuals or operational procedures

Ideally, QR codes are placed exactly at the point of use making videos extremely relevant to the task at hand. For example, how to complete routine daily tasks, what to do in the event of unplanned downtime, who to contact, how to do a changeover, etc.



*Fill skill gaps with quick access to site specific documentation and training videos linked to QR codes affixed to key stations and machines on the plant floor.*

## 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 [ats-service.com](https://ats-service.com).

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