Startup Service Plan

Enhanced ATS support during year 1 operations

Benefits

🕐 Faster Time to Production

📊 Reliability Plan for Maintenance

👷 Workforce Empowerment

Common Use Cases

- Accelerate learning curve and knowledge transfer

- Use asset performance data to make better maintenance decisions

- Establish operational best practices

- 24/5 Weekday phone technical support by automation specialists

- 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.
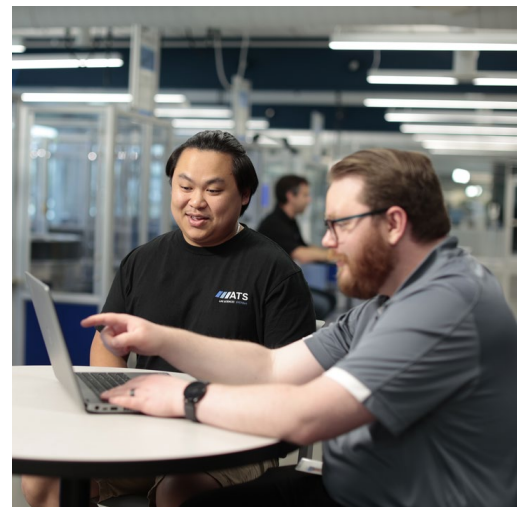
The Startup Service Plan includes the following elements …

- Success management coordination of activities directly with customer and ATS reliability engineering, onsite and technical support teams
- 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

Tailored to Your Needs

No two automation projects are alike, and neither are the needs of manufacturers when it comes to post-integration support.

ATS works with you to design a service plan that will meet your business requirements and operational goals.

Empowering
Your Operations

///ATS™
GLOBAL SERVICE

		Example Service Plan Compositions			
		1	**2**	**3**	**4**
RELIABILITY					
PPM Plan	ATS PPM approach combines a risk-based analysis of your application and machine design to deliver a proactive maintenance design.	✓	✓	✓	✓
TRAINING					
Instructor-led Launch Training	Operator, maintenance, and product (SuperTrak, Smart Vision, Illuminate software) informal and formal classroom training to meet delivery timeframe. Max class size: 6 people per course and conducted during normal business hours.	✓	✓	✓	✓
Self-service On-demand Training	eLearning - High-Speed Automation Specialist: Operator & Technician, Intro to Lasers, Intro to Machine Vision, Fault Troubleshooting, Control Sys.Fundamentals.	optional	optional	optional	optional
	Smart Coach with professionally developed complex/critical task-related step-by-step video content. Generic SuperTrak videos or custom videos (30 or 60 min)	optional	optional	optional	optional
MAINTENANCE					
PM Health Check	ATS resource performs 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	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 parts	critical, contact, & high use consumable parts
	eCommerce: improved processing time for replacement parts with 24/7 access to tailored parts catalogs and assemblies	✓	✓	✓	✓
SUPPORT					
Onsite Production Ramp-up Support	Onsite ATS technical experts providing controls and mechanical deployment support to accelerate the time to steady-state production. Travel time/expenses included.	optional	optional	optional	optional
Technical Support	Connected Care Hub Availability to triage calls by remote technical support agent (weekdays:12 hrs./day) and assist with equipment remotely with remote access tool.		optional	✓	✓
	**Response Time: ATS technician to contact customer to initiate support and triage 24/5 Weekdays (M-F).	(X) hours	(X) hours	(X) hours	(X) hours
	***Software Maintenance & Support: For standard deployments of ATS Illuminate Manufacturing Intelligence (IMI), software maintenance and support includes annual updates and software technical support performed remotely upon request while ATS Service Plan is active.	✓	✓	✓	✓
Customer Portal	24/7 web access to request and track service support tickets, verify part order status, view asset information and recommended spare part list.	✓	✓	✓	✓
Asset Monitoring	Asset system monitoring is performed by a remote ATS CCH agent using data collected from the ATS machine. Reliability engineering resource reviews of the health and availability for production equipment as required.		optional	✓	✓
Remote Support* for non-warranty	SME scheduled support for non-critical issue performed remotely by machine-specific, reliability team or other SME during regular business hours (pre-authorized allotted hours exclude warranty-related work)		X hours	X hours	X hours
Onsite Emergency Response	Onsite Resource(s) for a total of (XX) weeks over (XX) deployments with options for inclusion of labour, travel and material/parts.	optional	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
Note   Support personnel speak in English with use of translation tools to support other languages

For More Information

ATS 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 Service account representative, or visit ats-service.com.

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