Production Service Plan

Higher sustained production and less downtime

Benefits

Access to ATS Experts

- Faster recovery from downtime events
- 24/7 access to information regardless of proximity to machine
- Ability to raise and track support tickets in real-time

Equipment Maintenance

- Higher equipment availability
- Lower direct maintenance cost
- Efficiently targeted maintenance visits
- · Optimize maintenance programs

Provisioning Spare Parts

- · Reduce part acquisition time
- Reduce downtime associated with part failures
- Decrease maintenance and working capital costs
- Reduce the obsolescence risk of the system BOM

Operational Performance

- Higher OEE and output
- Downtime, maintenance, and operational savings
- · Actionable insights from data
- Visibility into asset performance

Training & Resources

- Maintain knowledge level during employee turnover
- Less variability in production performance between shifts
- Earlier detection of faults and performance issues

Better Together

Plant management faces a myriad of challenges when executing strategies to maximize productivity, maintain equipment and control operating costs.

Partnering with an industrial services provider like ATS Global Service is an efficient way to address gaps and infuse manufacturing operations with the expert knowledge only a machine builder can provide.

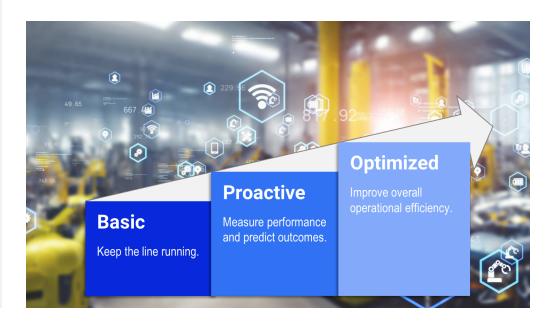
Higher Sustained Operational Performance

ATS Production Service Plans are comprised of post-automation lifecycle services designed to help manufacturers meet daily production targets and improve specific aspects of overall operational performance such as safety, quality, delivery, and cost.

The ATS approach begins with a needs analysis to identify key performance metrics and operational challenges. Next, a service plan is designed in alignment with goals and objectives and in-house capabilities. An ATS program manager will provide regular updates on progress against goals and help prioritize actions.

Configuration Options

Production Service Plans provide access to ATS experts and an online customer portal to look up information and manage support requests. The core of the support program is a combination of service plan elements – Maintenance, Spare Parts, Performance and Training at 3 different service levels - Basic, Proactive and Optimized.







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Training Smart Coach with professionally developed complex/critical task-related step-by-step video content			✓	✓	✓
Review Training & Resource Objectives Review annual semi-annual quarterly				✓	✓
	Review	Training & Resource Objectives Review	annual	semi-annual	quarterly

Remote support response times may be upgraded as contract adder.

✓ included as part of contract, all other labour outside or contract.
 ♦ Shipping is provided at the listed priority and in accordance with ATS divisional shipping policies.
 •/••/••• spare parts volume rebate varies with service level
 SME subject matter expert

For More Information

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

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

Email: service@atsautomation.com Phone: North America +1 (734) 522-1900, Europe +49 (0) 15202784899

^{**} Remote support response times may be upgraded as contract added.

** Upgrades to expedited onsite response time may be selected where available.

*** Illuminate needs to be purchased, configured, installed on machine if not present

included as part of contract; all other labour outside of contract