

# 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.

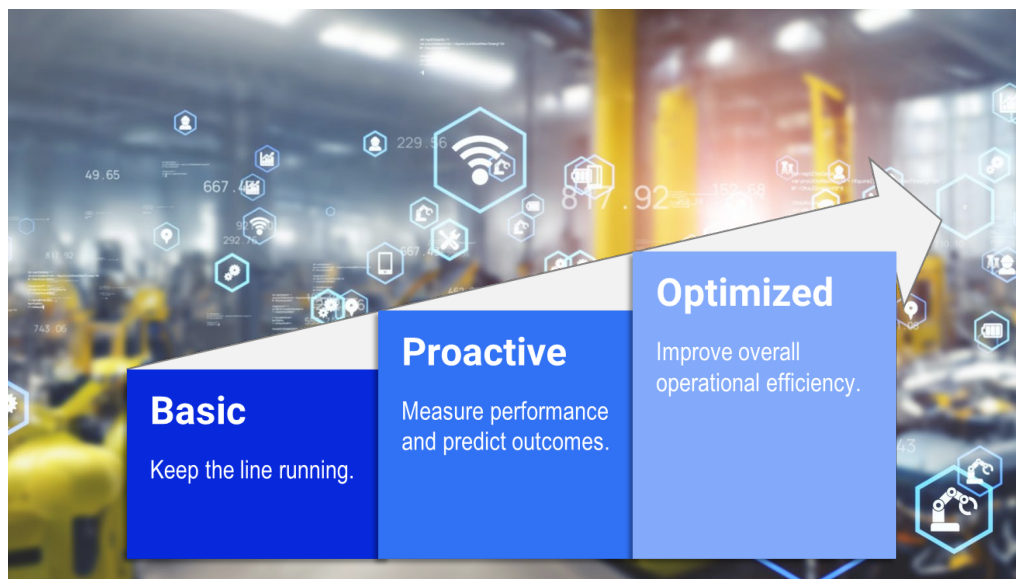
## Higher Sustained Operational Performance

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.



Empowering  
Your Operations

**ATS**<sup>TM</sup>  
GLOBAL SERVICE

		Service Levels		
		Basic	Proactive	Optimized
<b>SUPPORT</b> (included with every ATS Production Service Plan)				
<b>Customer Portal</b>	24/7 web access to request and track service support tickets, verify part order status, view asset information, recommended part list, BOM, drawings, etc.	✓	✓	✓
<b>Remote Support*</b>	ATS SME technical support performed remotely during regular business hours	10 hours	25 hours	50 hours
	ATS staff response time for customer support and troubleshooting	24 hours	8 hours	4 hours
<b>Embedded Support</b>	Embedded onsite ATS resource(s) for production support. ATS resource(s) operate as an extension of your maintenance and/or operations team to sustain optimal machine performance.		optional	optional
<b>Onsite Emergency Response &amp; Coverage</b>	Next Business Day**			✓
	Labour & Travel	standard rate	discounted rate	preferred rate
	Material/Parts	standard rate	discounted rate	preferred rate
<b>MAINTENANCE</b>				
<b>System Health Check</b>	Perform periodic verification of line operations, system health checks, calibrations, and review practice of scheduled maintenance tasks per Operation and Maintenance Manual; plus deliver an opportunity report with targeted system improvements and operations and maintenance procedure modifications.	annual 2-5 day trip; conditional health inspection	annual 4-5 day trip; performing full system health check	semi-annual 4-5 day trip; performing full system health check
	Labour, travel & parts coverage	standard rates	discounted rates	preferred rates
<b>PPM Plan Optimization</b>	ATS PPM approach combines a risk-based analysis of your application and machine design to deliver a proactive maintenance design.	optional	optional	optional
<b>KPI Reporting &amp; Business Reviews</b>	KPI reporting to update on progress, performance to plan, compliance & actions.	annual	semi-annual	quarterly
<b>SPARE PARTS</b>				
<b>Recommended Spare Parts</b>	Allotment of funds for spare parts replenishment	critical parts	critical & contact parts	critical, contact, & high use consumable parts
	Shipping®	standard	priority	next day
	Spare Parts Volume Rebate	•	••	•••
	eCommerce: improved processing time for replacement parts with 24/7 access to tailored parts catalogs and assemblies	✓	✓	✓
	Obsolescence Review of asset BOM & lifecycle	preliminary	assessment, light BOM Management	full assessment, full BOM Management
	Spare Parts Inventory			optional
<b>KPI Reporting &amp; Business Reviews</b>	KPI reporting to update on progress, performance to plan, compliance & actions.	annual	semi-annual	quarterly
<b>PERFORMANCE</b>				
<b>Reliability Assessment</b>	Assessment to fully understand the asset operating environment and drive a successful launch of the system.	optional	optional	optional
<b>Manufacturing Software***</b>	Illuminate™ Manufacturing Intelligence Base Module with performance analysis, broadcast notifications, and reporting.	✓	✓	✓
	Software Maintenance & Support: product enhancements, new releases, updates, and technical software support	✓	✓	✓
<b>Production Performance Analysis</b>	Self-serve or ATS SME provides periodic production data analysis with summary of insights & recommendations.	self-service	semi-annual analysis & reporting	quarterly analysis & reporting
<b>TRAINING</b>				
<b>Instructor-led Training</b>	Operator, maintenance, software or product informal training performed remotely	annual	semi-annual	quarterly
	+ Annual Onsite Training Session	optional	optional	✓
<b>Self-service On-demand Training</b>	eLearning - High-Speed Automation Specialist	✓	✓	✓
	Smart Coach with professionally developed complex/critical task-related step-by-step video content		✓	✓
<b>Review</b>	Training & Resource Objectives Review	annual	semi-annual	quarterly

\* Remote support response times may be upgraded as contract adder.  
 \*\* 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  
 ⚡ 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

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 Corporation or ATS Global Service account representative, or visit [ats-service.com](https://ats-service.com).

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