

# 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.

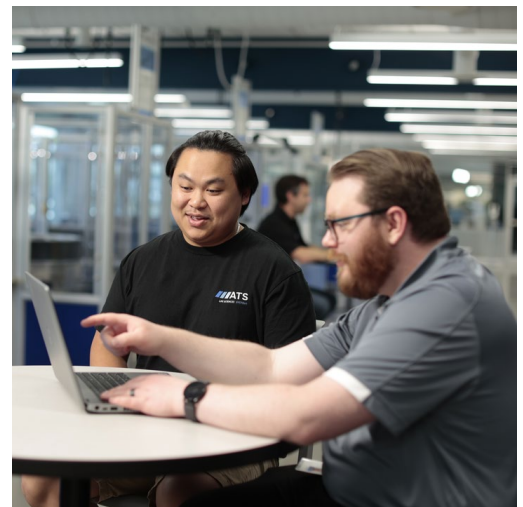
The Startup Service Plan includes the following elements ...

- 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**<sup>™</sup>  
GLOBAL SERVICE

Example Service Plan Compositions

		1	2	3	4
<b>RELIABILITY</b>					
<b>PPM Plan</b>	ATS PPM approach combines a risk-based analysis of your application and machine design to deliver a proactive maintenance design.	✓	✓	✓	✓
<b>TRAINING</b>					
<b>Instructor-led Launch Training</b>	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.	✓	✓	✓	✓
<b>Self-service On-demand Training</b>	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
<b>MAINTENANCE</b>					
<b>PM Health Check</b>	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
<b>SPARE PARTS</b>					
<b>Recommended Spare Parts</b>	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	✓	✓	✓	✓
<b>SUPPORT</b>					
<b>Onsite Production Ramp-up Support</b>	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
<b>Technical Support</b>	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.	✓	✓	✓	✓
<b>Customer Portal</b>	24/7 web access to request and track service support tickets, verify part order status, view asset information and recommended spare part list.	✓	✓	✓	✓
<b>Asset Monitoring</b>	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	✓	✓
<b>Remote Support* for non-warranty</b>	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
<b>Onsite Emergency Response</b>	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](https://ats-service.com).

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