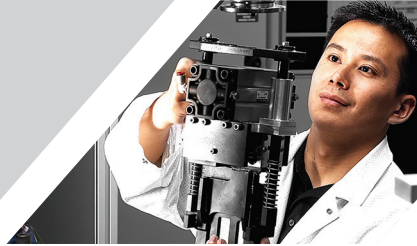




## ON-SITE SUPPORT



### Reinforce your operations

ATS staff designed and built your automation system. No one else can match that level of specialized knowledge. With our On-Site Support programs, you can capture this expertise and embed it into your daily operations. Our experts will join your staff on site to help drive your systems to perform, recover rapidly from downtime events, and provide employee mentorship.

#### On-Site Support services include:

- Production Ramp-up Support
- Production Sustainment Support
- Emergency On-Site Support
- System Configuration Audit

#### Key Benefits:



**Higher OEE and output**



**Better risk management**



**Reduced lead time**

# On-Site Support

## Description:

### Production Support & Configuration Audits

Whether you're dealing with a new system, inexperienced staff, or a new facility, our knowledgeable experts can help. They'll work alongside your staff to strengthen your operations. Ramp-up, sustainment, and emergency on-site support can be tailored to your unique requirements and targets, while system configuration audits can be scheduled as needed.

#### Production Ramp-up Support

Start by putting your best foot forward. ATS experts will work alongside your operations staff during a system's ramp-up period. Their focus will be to help you:

- Reduce the time to achieve steady state production
- Reduce the learning curve for your operators and technicians
- Reduce schedule risks
- Reduce time to market for your products

#### Production Sustainment Support

Leverage our expertise as a reinforcement to your daily operations. Our resources can augment your team and help you sustain production targets for the long term. Our staff will help:

- Improve system operation and drive consistent throughput
- Reduce technical risks in system performance and output quality
- Reduce overtime, hiring, and training costs
- Address unplanned maintenance and short-term rate changes

#### Emergency On-Site Support

The best form of emergency support is one you can rely on. With pre-arranged contracts for on-site support, we can deliver

the response you need, when you need it. We'll customize the service level to your operational needs, and launch your emergency support program with trained ATS resources.







For faster initial support in critical circumstances, our Remote Support services offer real-time assistance from ATS.

#### System Configuration Audit

Over time, your system configuration can change. It's a fact of operations: small modifications add up, components become obsolete – and that affects your overall system. As the original manufacturer, ATS knows your systems intimately, making us well suited to evaluate your system. Our experts will audit your system and its components, and then monitor its operation to identify opportunities for configuration and performance improvements.

You will receive a detailed audit report, that will include recommendations for activity that may:

- Reduce the risk of non-compliance with regulatory requirements
- Improve system performance through targeted maintenance
- Improve spare parts provisioning
- Reduce obsolescence risk
- Extend the system's life

Customer Benefits:		System Life Cycle Support Services	Service Life Cycle Stages				
			Pre Install	Install	Ramp Up	Steady State	End of Life
	<b>Higher OEE and output</b>						
	<b>Reduced lead time</b>						
	<b>Longer useful life</b>						
	<b>Better risk management</b>						
	<b>Lower cost of ownership</b>						
	<b>Optimal budget and resource planning</b>						
		<b>On-Site Support</b>					
		Remote Support					
		Performance Monitoring & Health Management					
		System Upgrade & Retrofit					
		Integrated Support	Comprehensive mix of services combined into a synergistic program				

### Boost your performance with hands-on support

Contact your ATS representative to inquire about On-Site Support services.  
 Tel: 519-653-6500 | E-mail to: [services@atsautomation.com](mailto:services@atsautomation.com) | [www.atsautomation.com](http://www.atsautomation.com)