



Post Automation Services



To maximize the value of your capital equipment, our service team will review your operations and maintenance capabilities with you and then propose a service program aimed at maximizing productivity.

Our review will help us identify potential operational gaps and recommend the tools, training, and resources your front-line staff will need over the long term.

Sustainable Value Creation

“After delivery of our innovative manufacturing system, IDI wants you to receive the maximum value from your capital investment; with our intimate knowledge of the automation system, IDI is ideally positioned to become your preferred lifecycle partner to help achieve this.”

From our experience in delivering and supporting over 3,000 systems globally, IDI has developed a comprehensive suite of competitive, best-in-class life cycle support services aimed at helping our customers achieve industry leading productivity.

In preparation for the proposed automation system arriving at your facility, IDI service group will meet with you to discuss your operations and maintenance capabilities, and overall support needs. IDI will then be able to propose a targeted service program that will help you realize and maintain the full value of your capital investment once installed.

Best-in-Class Life Cycle Services

Whether it’s training and mentoring your staff, fine-tuning your equipment to maximize productivity, or responding rapidly to time critical situations, you will find we are a group of dedicated, knowledgeable professionals who are committed to helping our customers succeed through long term partnership.

The following range of best-in-class services is aimed at delivering on this partnership and supporting you for the entire life cycle of your asset:

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

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Recommended Spares purchased during the program build allows IDI to offer economies of scale savings to our customers, and prevent downtime during the critical launch phase, production ramp-up, and into full production.

IDI can help you design and implement a scheduled maintenance program to reduce failures, improve performance, and increase production output.



Give your team the training they need to achieve targets more quickly, prevent faults, and reduce downtime.

Spares Management

As your original system manufacturer, we have specialized knowledge about your system and the parts it requires. With our expertise, we can equip you with the required spares parts for your new system, organize your spares for rapid access, and perform regular usage analysis and obsolescence reviews - all aimed at helping you optimize your long-term approach to spares and reducing your overall cost of ownership.

With your new system, our team will develop a recommended spare parts list that will include wear parts, consumables, long lead items, and repairable parts unique to your equipment.

Planned Preventive Maintenance

We can provide comprehensive risk-based productive maintenance services ranging from the design of a preventive maintenance (PM) schedule – with job plans based on asset criticality, FMEA, and critical spares analysis – to full maintenance contracting including supply of consumed parts.

Training

In addition to the training that has been included as described in this proposal, IDI can provide supplemental classroom and structured hands-on training for your new system. This additional training can be tailored specifically to your system and staff capabilities, including the delivery of specific automation topics to expand your staff's knowledge.

On-Site Support

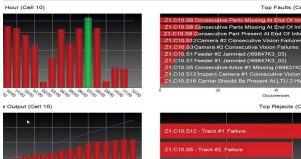
IDI on-site resources can reinforce your operations to help drive rapid production ramp-up, and sustain your target production levels. During your initial start-up period, we recommend IDI technicians be on-site to support equipment uptime performance, staff mentoring, and validation activity. Long term production sustainment support can also be supplied, tailored to your unique staffing requirements.

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Get the support you need, when you need it with real-time assistance from IDI experts.



Gain the insight to improve and sustain your system's performance.



Performance assessments can also be performed on systems built by other automation providers.



Our subject matter experts have intimate knowledge of your equipment – who better to perform enhancements, retrofits and relocations?

Remote Support

On a contracted basis, IDI can provide access to our global service network to respond to your urgent requirements. Response times and utilization rates can be aligned to your unique operational requirements. We provide access to our staff with knowledge and experience of your specific equipment via telephone and remote connection for system diagnostics to address time critical support requirements.

Performance Monitoring & Health Management

To help track system performance, IDI recommends the implementation of our Performance Monitoring service which utilizes tools such as IDI Toolkit. Combined with data analytics, IDI experts will monitor your system's productivity and overall health and make recommendations to deliver higher, sustainable performance over the life cycle of your asset.

Production Performance Assessment

With the execution of a Production Performance Assessment of your existing production environment, IDI can help you identify the factors affecting your system's performance. Our service can be scaled – with IDI automation experts performing an independent system health check of specific stations, your full automation system, or entire manufacturing zones to identify opportunities for improvement.

Our experts leverage multiple tools including the 5M approach (man, method, materials, management, machine), root cause analysis, and other operational tools to help capture the full view of your manufacturing environment and to interpret the data. You'll receive a detailed report of our findings, including practical recommendations to improve your productivity and lower your total cost of ownership.

System Upgrade & Retrofit

Whether you're modifying your production process, introducing a new product variant, increasing throughput targets, or implementing new technology, IDI can help. As your original system manufacturer, we have the most accurate and intimate knowledge of your system to deliver upgrade and life extension services for your equipment.

IDI has also performed many successful line moves with typically improved OEE variance. We can help you relocate your machinery with minimal downtime, the least amount of risk, and the highest cost efficiency.

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