

- Would you value guaranteed AGV uptime?
- Are you looking for operational efficiency and maintenance savings?
- Do you want to free up working capital from the maintenance process?



ROCLA AGV Service Agreements

Guaranteed usability and increased efficiency

Rocla



Maintain the continuity and availability of your operations

Maintaining your AGV fleet efficiency requires a long-term plan, from installation to upgrades. You need to consider things like maintenance resourcing and planning, spare logistics, route optimisation, personnel training and operational best practices.

Rocla AGV Service Agreements offer you all this in a complete package. We will help you choose the right maintenance process building blocks to meet the industry best practices.

We will audit your site and evaluate your business requirements. Based on the results, we calculate the most-benefiting option for your AGV maintenance operations. We support your onsite maintenance crew with remote support, training and effortless spare part logistics.

We will help you define the spare part criticality assessments and meet the consequent requirements for the spare logistics. We will offer your staff tools for monitoring the uptime and solving problems. With our remote and onsite support, your field service personnel can be sure to find quick solutions in even the most demanding situations.

With the right-sized service plan, you can optimize the number of AGVs to meet your availability goals and ensure continuous operations. We can even guarantee the AGV fleet agreed uptime.

Rocla Service Agreements also help you reduce up-front investments in spares and software licenses.

Contact us today and let us find out your potential together.



Increase uptime

By selecting the Guaranteed service package, you can earn an uptime guarantee for your AGV fleet.



Enjoy quick support

Our AGV Help Desk resolution percentage is over 90% of all service requests.



Analyse and learn

Service dashboard offers up-to-date view of current uptime, service requests and maintenance related statistics.



Improve cost-efficiency

Gain operational efficiency and savings through options like Route Optimizer, training service and smart spare part logistics.



Save in capital cost





Free up your working capital by selecting Full service agreement with a consignment inventory.





Rocla Service agreements support your AGV

1. How do we find a suitable service package for your site?





	 Audit	 Roadmap & proposal	 Agreement	 Ramp-up
FEATURES	<ul style="list-style-type: none"> ▪ Maintenance process assessment ▪ Life-cycle assessment ▪ Spare part criticality assessment ▪ KPI baseline for service agreement ▪ Financial assessment 	<ul style="list-style-type: none"> ▪ Maintenance service recommendations ▪ Benchmarking ▪ Operational best practices ▪ Proposal for suitable service agreement package 	<ul style="list-style-type: none"> ▪ Service agreement covering new equipment and installed base ▪ Inventory and spare parts may be included 	<ul style="list-style-type: none"> ▪ Service ramp-up along with the new equipment installation ▪ Set-up period for fine-tuning the processes onsite ▪ Personnel training
BENEFITS	<ul style="list-style-type: none"> + Discover savings and potential efficiency gains + Set goals for the maintenance process + Compare your operations with the industry best practices 	<ul style="list-style-type: none"> + Discover the most cost-effective solution + Get an actionable plan with costs and benefits + Balance internal and outsourced maintenance operations 	<ul style="list-style-type: none"> + Support your operations + Take advantage of the uptime guarantee + Get a good grip of the maintenance cost 	<ul style="list-style-type: none"> + Implement quickly + Improve operations with real-time reporting and analysis + Try-out the service

Installation and ramp-up (typically 3–6 months)



operations from installation to upgrades

2. How does the service agreement support your operations?

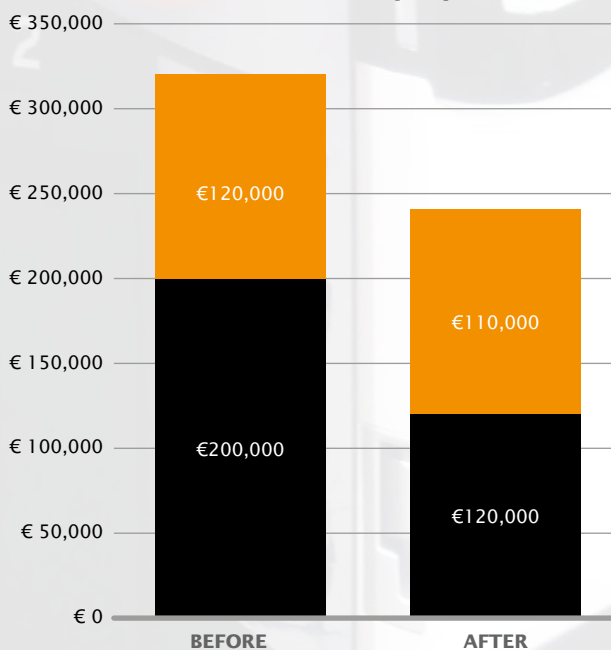
	 Preventive maintenance	 Remote and onsite support, training	 Monitoring and analysis	 Modifications, upgrades and retrofits
FEATURES	<ul style="list-style-type: none"> ▪ Usage-based and scheduled maintenance ▪ Software updates ▪ Spare part logistics with optional consignment inventory 	<ul style="list-style-type: none"> ▪ E-mail support and AGV Help Desk including expert level remote support ▪ Onsite repairs ▪ Training of your logistics personnel 	<ul style="list-style-type: none"> ▪ Equipment remote monitoring (when available) ▪ Service dashboard with maintenance and usage statistics 	<ul style="list-style-type: none"> ▪ Up-to-date life cycle roadmap ▪ Retrofit and upgrades flexibly during the agreement period
BENEFITS	<ul style="list-style-type: none"> + Increased AGV uptime + Service packages scale according to need + Strategic partnership with Full Service packages 	<ul style="list-style-type: none"> + Quick access to expert resources + Over 90% resolve rate in AGV Help Desk offers considerable cost savings + Suitable level of support based on your need 	<ul style="list-style-type: none"> + Insight for continuous development of operations and maintenance + Cost control + Prediction and prevention of problems 	<ul style="list-style-type: none"> + Maintain the top operational capability + Investment allocation over the agreement period + Retrofit rebates for service agreement clients

Service agreement period (typically 3 years)

What is the true cost of downtime and repairs?

Maintenance Audit offers a baseline for your AGV operation key performance indicators and monitoring.

Downtime and repairs, actual cost per year



- Actual problem solving and repair cost (including service agreements)
- Yearly profit loss caused by downtime

Rocla Maintenance Audit is a tool for calculating the value of different maintenance approaches. It compares your current process with the industry best practices and recommends improvements to your process.

The audit helps you to find the most suitable maintenance plan for your site. It covers the building blocks of successful maintenance such as:

- Preventive maintenance process
- Spare part inventories, replenishment and logistics
- Mean time between failures analysis
- Availability requirements
- Reduction of capital costs
- Downtime costs
- Remote support process

Maintenance Audit is a part of the AGV solution installation phase. It can also be used for evaluating current processes and maintenance best practices.

Service packages scaling for every need

	Essentials	Advanced	Full	Guaranteed
 = Flexible proactive maintenance schedule with an uptime guarantee  = Response time subject to travel arrangements such as flight ticket availability	Basic preventive maintenance with an audit	Extended maintenance with AGV Help Desk	Complete care with logistics, support and dashboard	Complete care with guaranteed uptime
Maintenance audit <ul style="list-style-type: none"> Gap and benefits analysis Life-cycle assessment Spare part criticality assessment KPI baseline for service agreement 	✓	✓	✓	✓
Preventive maintenance <ul style="list-style-type: none"> Inspection and diagnostics Usage-based maintenance 	✓	✓	✓	
Software maintenance <ul style="list-style-type: none"> System and vehicle software Warehouse Management System 			✓	✓
E-mail support <ul style="list-style-type: none"> Expert level support by e-mail 	Mon–Fri 8–16 (EET)	Mon–Fri 8–16 (EET)	Mon–Fri 6–22 (EET)	Mon–Fri 6–22 (EET)
AGV Help Desk <ul style="list-style-type: none"> Expert level support by phone Real-time support Remote support (data access required) 		24/7, within 1 hour	24/7, within 1 hour	24/7, within 1 hour
Repair of unexpected failure* <ul style="list-style-type: none"> Next business day 	No response time guarantee All repairs charged according to a separate offer or hourly rates	Response time 72 hours Repairs during business hours All repairs will be charged according to a separate offer or hourly rates	Response time 24 hours Repairs during business hours Repairs included in fixed monthly fee Named Service Partner	Response time 24 hours Repairs included in fixed monthly fee Named Service Partner
Spare parts <ul style="list-style-type: none"> Spare parts are included in the fixed monthly fee 			✓	✓
Consignment inventory <ul style="list-style-type: none"> Storage replenishment Rocla owned inventory 				✓
Logistics personnel training program <ul style="list-style-type: none"> New employee training Maintenance and operations training 				✓
Guaranteed uptime <ul style="list-style-type: none"> As agreed in the Service Agreement 				✓



Do you want to know more?

Please visit
www.rocla-agv.com
for more information

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