

EBOOK

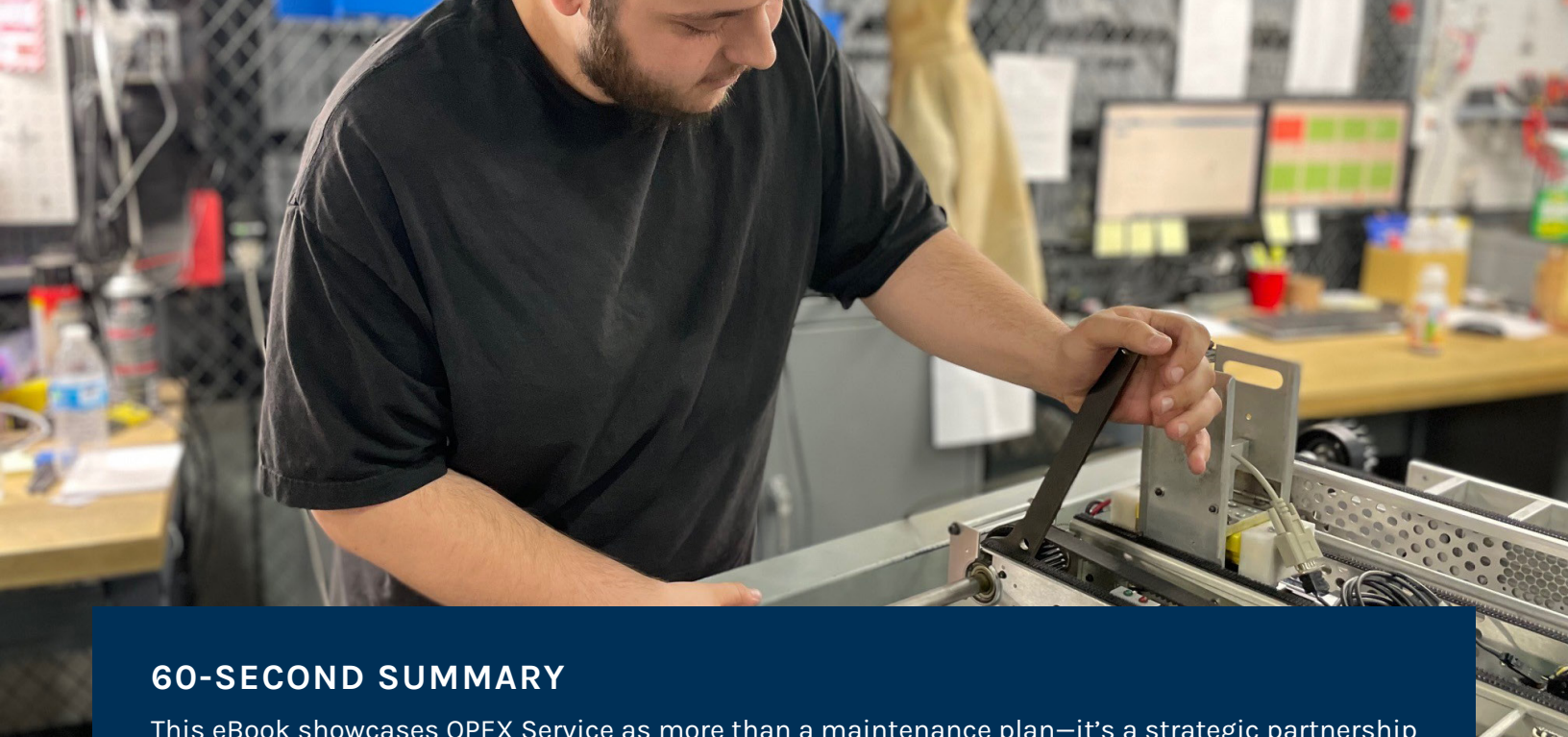
# OPEX SERVICE THE ULTIMATE PARTNER FOR OPERATIONAL EXCELLENCE

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Comprehensive partnership for operational efficiency.

**OPEX**<sup>®</sup>

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## 60-SECOND SUMMARY

This eBook showcases OPEX Service as more than a maintenance plan—it's a strategic partnership designed to maximize operational efficiency and ROI. With 50 years of experience, OPEX offers tailored solutions through consultation, seamless installation, comprehensive training, and 24/7 technical support. The service is flexible, with options ranging from full coverage for peace of mind to self-service plans for operational independence. Businesses can minimize downtime, reduce costs, and empower their teams with cutting-edge tools and support. OPEX Service ensures future-proofing with scalable solutions and regular updates, making it a cornerstone for long-term success.

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# INTRODUCTION

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OPEX Service is more than just a maintenance plan—it's a partnership. With 50 years of experience, OPEX has been at the forefront of developing state-of-the-art systems designed to maximize operational efficiency. OPEX Service extends this mission by providing comprehensive support to ensure your systems run seamlessly from installation to long-term operation. Tailored to meet the unique needs of each customer, OPEX Service offers flexible coverage plans, extensive training, and world-class support to help your business succeed.

## CHAPTER 1

# HOW OPEX SERVICE SUPPORTS YOUR SUCCESS

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OPEX Service goes beyond traditional maintenance and support. It is a comprehensive solution designed to optimize your operations, minimize disruptions, and maximize the ROI of your OPEX systems. Here's how OPEX Service works to keep your operations running at peak performance:

### Consultation: Building the Foundation for Success

Every partnership begins with understanding your unique operational challenges. OPEX experts analyze your workflows to uncover bottlenecks and inefficiencies. From there, we create tailored solutions designed to improve throughput and deliver tangible ROI. For example, our customers have reported measurable labor and resource savings within months of implementation.

- **Workflow Analysis:** OPEX experts analyze your existing processes to identify areas where automation can create efficiencies and improve throughput.
- **Customized Solutions:** Based on this analysis, tailored solutions are developed to meet your operational goals.
- **ROI Calculation:** OPEX provides detailed ROI projections, illustrating potential savings in labor, resources, and space.

This initial step ensures that every decision is data-driven and aligned with your business objectives.

### Installation: Seamless Integration into Your Operations

OPEX handles every aspect of system deployment—from delivery and configuration to rigorous testing. Whether your solution requires on-site setup or remote calibration, our technicians ensure your systems are operational from day one, keeping your team focused on meeting targets.

- **Configuration and Testing:** OPEX handles the delivery, installation, configuration, and testing of equipment to ensure it is fully operational.
- **On-Site and Remote Options:** For complex setups, OPEX offers on-site configuration, while simpler installations can be managed remotely to minimize downtime.
- **Efficiency from Day One:** With systems thoroughly tested and calibrated, you can start seeing results immediately after installation.

This meticulous process ensures minimal disruption and maximum productivity.

“The OPEX engineers and technicians were easy to work with and implementing the Sure Sort system went as smoothly as any automation start-up I have ever worked on.”

-Paul Kee, TPRG Group Supply Chain Director (UK)

## Training: Empowering Your Team

Your workforce is your greatest asset, and OPEX ensures they're equipped to succeed. On-site operator training simplifies daily use, while advanced administrator sessions teach system optimization. With on-demand resources and a 24/7 support hotline, your team is never left without guidance.

- **Comprehensive Operator Training:** On-site training equips operators with the skills needed for day-to-day usage and troubleshooting.
- **Administrator Training:** In-depth training sessions—available on-site, remotely, or at OPEX facilities—prepare administrators to manage and optimize system performance.
- **On-Demand Resources:** Clients gain access to training materials and a dedicated support team for ongoing learning and assistance.

By empowering your staff, OPEX ensures that your team can confidently handle the systems.

## Technical Support: Always Ready When You Need Us

Whether you need preventive maintenance to avoid downtime or emergency repairs to address critical issues, OPEX is ready. With round-the-clock technical assistance and locally based field technicians, we ensure your systems remain operational when you need them most.

- **24/7 Support Hotline:** Reach certified technicians any time to address concerns and troubleshoot problems.
- **Preventive Maintenance:** Proactive maintenance schedules reduce the risk of unexpected downtime and extend the life of your systems.
- **On-Site Repairs:** For more complex issues, OPEX can dispatch technicians to your facility, ensuring rapid resolution.

This robust support infrastructure ensures your systems are always operational.

By combining these pillars of support—consultation, installation, training, and tech support—OPEX Service delivers unmatched value, ensuring that your automation systems drive efficiency and success.



# TYPES OF COVERAGE

OPEX Service offers a range of coverage options to accommodate different operational needs, budgets, and levels of in-house expertise. Whether you prefer full coverage, self-reliance, or a balanced hybrid approach, OPEX has a solution tailored to your business.

### Full Coverage: Peace of Mind with Proactive Support

Ideal for operations that value end-to-end assurance, this plan includes all preventive maintenance, labor, parts, and upgrades. It's a hands-off solution that ensures maximum uptime, allowing you to focus on scaling your business without worrying about system health.

The full coverage option is the most comprehensive service plan, ideal for organizations that want maximum operational assurance with minimal in-house involvement. It includes:

- **All-Inclusive Labor:** OPEX-employed, certified technicians handle all preventive maintenance, break/fix repairs, and system upgrades.
- **Spare Parts:** OPEX manages spare parts inventory, stored either on-site or nearby, ensuring quick replacements to minimize downtime.
- **Proactive Monitoring:** Systems are routinely monitored to address potential issues before they escalate.
- **Shift Flexibility:** Coverage includes options for extended hours, evening, and weekend support if required.

This option ensures your operations remain seamless, as OPEX takes complete responsibility for system performance.

### Self-Service: Empowering Independence

For companies with robust technical teams, self-service offers autonomy with access to critical resources. This plan includes certified technician training, diagnostic tools, and annual subscriptions for hotline support and updates. While your team handles maintenance, OPEX remains a trusted partner for escalated needs.

The self-service plan is perfect for businesses with in-house technical expertise and a willingness to manage maintenance independently. Key aspects include:

- **Upfront Costs:** Customers invest in technician training, proprietary tooling, and a recommended stock of spare parts.
- **Training:** Certified training programs at OPEX facilities in Moorestown, NJ, and Plano, TX, equip your team with the skills to handle system maintenance and troubleshooting.
- **Recurring Support:** Annual subscriptions provide access to the OPEX Tech Support Hotline, diagnostic tools, and remote performance monitoring.
- **Maintenance Responsibility:** Your team is responsible for all preventive maintenance (PMs) and repairs. Emergency services are available on a pay-per-dispatch basis.

This option is cost-effective for organizations with strong internal resources and a focus on operational autonomy.





## Hybrid/Shared Service: Balancing Independence with Expert Support

This customizable option blends the best of both worlds, offering flexibility in sharing maintenance responsibilities. Let OPEX handle complex preventive tasks and repairs while your team addresses day-to-day operations. It's a cost-effective approach that provides critical support without over-reliance.

The hybrid service plan provides a blend of self-service independence and OPEX-provided support. It allows organizations to tailor their service agreements based on specific needs:

- **Flexible Labor Inclusion:** OPEX technicians handle more complex tasks such as PMs and system repairs, while your team manages simpler maintenance operations.
- **Preventive Maintenance:** OPEX can be responsible for scheduled PMs, which is a key element in maintaining long-term system health.
- **Emergency Assistance:** OPEX is available for critical issues, ensuring swift resolution with a combination of remote and on-site support.

This plan is ideal for businesses seeking a cost-effective solution without compromising on critical support for advanced maintenance.

### KEY CONSIDERATIONS FOR SELF AND HYBRID PLANS

#### PARTS OWNERSHIP

For self and hybrid service customers, spare parts are owned and managed by the customer. Keeping essential parts on-site ensures faster response times.

#### PROPRIETARY TOOLING

Specialized tools may be required for system repairs and are available for purchase.

#### ANNUAL FEES

Subscriptions for OPEX diagnostic tools, service bulletins, and software licenses ensure ongoing system support and upgrades.

With these flexible options, OPEX Service empowers businesses to choose a coverage model that aligns with their operational priorities, technical capabilities, and budget. Whether you require a hands-off approach, complete self-reliance, or a middle ground, OPEX ensures your system operates at peak efficiency.



#### DID YOU KNOW...

OPEX has over 550 trained Service Technicians locally based to respond in two hours?

## CHAPTER 3

# FEATURES OF OPEX SERVICE

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OPEX Service is designed with a comprehensive suite of features to ensure seamless operation, minimize downtime, and maximize the efficiency of your automated systems. Here's what sets OPEX Service apart:

### Proactive Maintenance and Monitoring

- **Preventive Maintenance Programs:** Routine inspections and adjustments keep your equipment running smoothly, reducing the risk of unexpected breakdowns.
- **Usage-Based Monitoring:** Maintenance schedules are tailored to the actual usage of your equipment, ensuring optimal timing for servicing.

### Comprehensive Support Options

- **24/7 Tech Support Hotline:** Immediate access to factory-trained technicians for troubleshooting and issue resolution.
- **On-Site Support:** Local OPEX-certified technicians available for rapid response and critical repairs.
- **Remote Assistance:** Remote diagnostics and troubleshooting to quickly resolve issues.

### Training and Resources

- **Operator Training:** Hands-on guidance for everyday tasks and troubleshooting.
- **Administrator Training:** In-depth sessions to manage system performance and configurations.

### All-Inclusive Coverage Options

- **Full Coverage:** Includes all parts, labor, and preventive maintenance.
- **Hybrid and Self-Service Plans:** Flexible options to share responsibilities based on your operational needs and internal capabilities.

### Cutting-Edge Software Features

- **Automated Updates and Upgrades:** Stay ahead with the latest features and security patches.
- **Diagnostic Tools:** Gain insights into system performance with advanced tools included in service packages.
- **Remote Performance Monitoring (RPM):** Enables continuous evaluation of your system's health.



# BENEFITS OF OPEX SERVICE

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By choosing OPEX Service, you unlock a wide range of benefits that directly impact your business's efficiency, reliability, and cost-effectiveness.



### Increased System Uptime

Downtime can cripple operations. OPEX's proactive maintenance and rapid-response teams ensure your systems operate seamlessly, even during peak seasons.

- **Minimized Downtime:** Preventive maintenance and rapid response services keep your systems operational with minimal interruptions.
- **Faster Repairs:** On-site spare parts and local technicians enable quicker fixes.



### No Surprise Costs

From fewer labor-intensive tasks to optimized system performance, OPEX Service reduces costs across the board, making ROI a certainty rather than a goal.

- **Eliminate unexpected costs:** Comprehensive service agreements eliminate unexpected costs by covering all parts and labor.
- **Optimized Resource Use:** Efficient systems save time, labor, and energy, contributing to overall cost reductions.



### Empowered Teams

With comprehensive training and ongoing support, your team feels confident using, managing, and troubleshooting your systems, driving operational efficiency.

- **Skilled Staff:** Robust training programs ensure your team can confidently operate and maintain your systems.
- **Reliable Support:** On-demand resources and 24/7 technical assistance provide peace of mind.



### Future-Proofing

With regular updates, seamless integrations, and scalable solutions, OPEX prepares your warehouse for growth and technological advancements.

- **Continuous Updates:** Stay ahead of technological advancements with software upgrades included in your service plan.
- **Scalable Solutions:** As your business grows, OPEX Service evolves with you, supporting expanded operations and new technologies.





## CONCLUSION

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OPEX Service represents a holistic approach to operational excellence. With its comprehensive features, flexible coverage plans, and unwavering support, OPEX ensures that your systems are not just maintained but optimized for long-term success. Choose OPEX Service today and build a future-ready operation that delivers measurable value and peace of mind.

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Ready to Transform Your Operations?

Contact OPEX today to discover how our tailored service plans can optimize your systems, reduce downtime, and drive measurable ROI. Let's build your path to operational excellence!

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## NEXT GENERATION AUTOMATION

We engineer unique automated solutions to address complex business challenges. Our scalable Warehouse and Document & Mail Automation solutions drive efficiencies in infrastructure. Our family-owned company has over 1,500 committed employees who work together to innovate, manufacture, install, and service products that are helping transform industries every day. We listen to our customers and work together to reimagine the future through automated solutions.



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