

MARCO Service Products

SPARES MANAGEMENT

SYSTEMS DATA ANALYSIS

LIFECYCLE SERVICE AGREEMENTS

TRAINING

SUPPORT PORTAL

REMOTE SUPPORT

ON-SITE SUPPORT

CALIBRATION & MAINTENANCE

REPAIR & RETROFIT

SOFTWARE MODIFICATIONS

TAILORED PROGRAM



Supporting and enhancing our partners' value of their MARCO equipment and its optimal performance.

MARCO[®]
AN **///ATS** COMPANY

MARCO have a comprehensive range of services to increase the life of your equipment and year-on-year optimal performance, which generates reliability, increases productivity, and ensures transparency and your ability to plan.

MARCO Service Products

SPARES MANAGEMENT

1. Recommend spare parts provisioning
2. Ongoing spare parts supply
3. Consumables, critical and long lead time monitoring

SYSTEMS DATA ANALYSIS

1. Remote monitoring and reporting
2. Compare actual vs. expected results
3. Data analytics and recommendations

LIFECYCLE SERVICE AGREEMENTS

1. Scheduled maintenance visits
2. Critical spares analysis
3. Plant availability, reliability and efficiency

TRAINING

1. Launch Training
2. Refresher Training
3. Engineer Training

SUPPORT PORTAL

1. Reporting and tracking ticket activities
2. 24hr access to the MARCO technical library
3. Customised analytic reports

REMOTE SUPPORT

1. Telephone support
2. Remote connectivity
3. Access to subject matter experts

ON-SITE SUPPORT

1. Emergency on-site support
2. Global availability
3. Repair, maintain and optimise services

CALIBRATION & MAINTENANCE

1. Certification traceable to UKAS Standards
2. Follow industry requirements
3. Assure precise measurements

REPAIR & RETROFIT

1. Reduced costs
2. Upgrade of existing equipment and software systems
3. Extend the life of your assets

SOFTWARE MODIFICATIONS

1. Relevant software upgrades
2. Optimal software solutions
3. Improve performance

TAILORED PROGRAM

Comprehensive mix of services combined into a tailored program

Some of these services are packaged together in our annual Lifecycle Service Agreement contracts

LIFECYCLE SERVICE AGREEMENTS

STARTER

Additional to your 1st year warranty and remote service, to ensure a seamless first year of operations we recommend our **Starter Service Package** for optimal performance and a quicker ROI.

Designed to help and guide you throughout the first year of operations and remove all stresses from the process.

Our **Starter Service Package** includes access to **MARCO Support Portal***, a real time portal that helps teams deliver effective support throughout the day.



SYSTEMS DATA ANALYSIS

Productivity and Optimisation

- Compare actual vs. expected results
- Detailed recommendations report
- Increase productivity by up to 30%
- Reduce giveaway to below 1%
- Increase Management Insight
- Reduce Waste



ADDITIONAL TRAINING AND PERFORMANCE-FOCUSED VISIT

Training and Site Support

- Equipment operation training and education about best practices presented by a skilled MARCO engineer
- Technical and Software support and information review



DISCOUNT ON SPARE PARTS

20% discount on all spare parts

- Spare parts inventory review and recommendations
- Always ready to use and delivered in a short and guaranteed delivery time
- Elimination of expensive emergency shipments and long lead times

Benefits

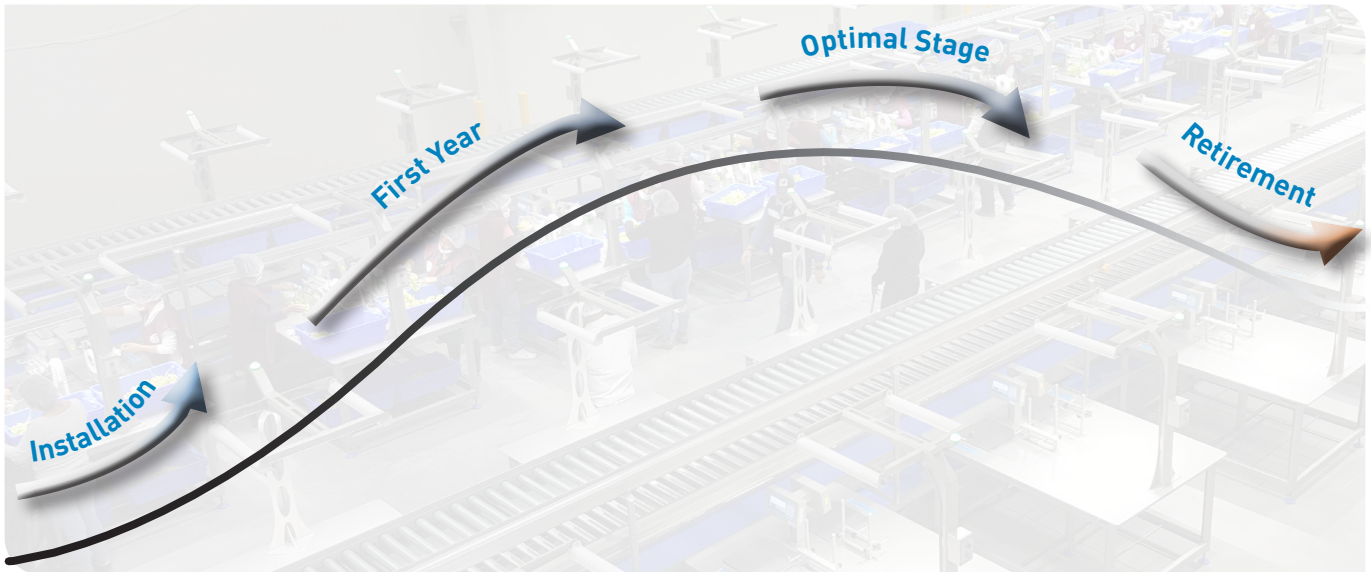
- Accelerates production ramp-up.
- Reinforce operation and maintenance training.
- Avoid simple mistakes and common issues that lead to costly breakdowns and subsequent production downtime.
- 20% Discount on all Spare Parts.

We recommend refresher training at periodic intervals to ensure that your company's productivity is maintained at its highest level, especially during the first year.



After the first year, you can benefit from further **enhanced Service Packages** that will maximise the productivity and reliability of your plant.

Preventive maintenance and **proactive monitoring** of your MARCO equipment and systems will minimise costly call-outs and help the equipment last longer throughout the life of your assets.



Each package is tailored to reduce any risk that may arise in your production process and ensures that your MARCO system is fully supported in the most efficient and timely manner.



	On-call service ¹	Reduced costs on spare parts	Reduced daily & hourly call-out rate ²	Relevant software upgrades	Calibration, Corrective & Preventative Maintenance ³	MARCO Support Portal	MARCO Trac-IT System Review
REMOTE	10 hrs	10%					
PREMIUM	20 hrs	15%	£210 call out £115 p/h	Included	On-site visit	Included	
ADVANCED	Unlimited	20%	£200 call out £105 p/h	Included	On-site visit	Included	Included
TAILORED	Personalised agreement offering a wide range of different services tailored to suit your requirements.						

¹ Capped hours (annually) - additional hours will be charged
² Max daily charge - ADVANCED (£750) PREMIUM (£800) NON CONTRACT RATE (£1,250)
³ Cost includes 1 site visit per annum
 All costs shown are based on 2023 prices and are subject to change.

REMOTE

Our sophisticated [diagnostic and support tools](#) allow our skilled UK-based support team to offer [full remote support](#) to our clients anywhere in the world allowing them to maintain uninterrupted production.

REMOTE Service includes:

- 10hrs capped remote support for 1-year. Additional hours will be chargeable.
- Reduced costs on spares by 10%
- High responsiveness. We will ensure you always have an expert to help you no matter where you are in the world.

PREMIUM

This annual package will cover you for [1 on-site visit per annum](#) to carry out your service and calibration*. You will also benefit from [remote support](#), [a 20% discount on all spare parts](#), and [priority engineer response](#).

PREMIUM Service includes:

- On-site visit(s) with calibration and preventative maintenance assessment and main basic repairs.
- 20hrs capped remote technical and software support for 1 year. Additional hours will be chargeable.
- The detailed technician reports itemising any recommendations.
- Reduce costs on Spares Parts by 15%.
- 24hrs use of the [MARCO Support Portal*](#) (ticketing system), and access to the MARCO library with technical documentation.
- Relevant software updates.
- Reduce the cost of additional in-house or customer site training.
- Save up to 40% on emergency daily & hourly call-out rates

*Each scale is certificated with weights traceable to UKAS standards.

ADVANCED

MARCO offer an advanced level of Hi-Care and Maintenance. This [enhanced service programme](#) is designed to maximise the productivity and reliability of your MARCO systems.

Advanced Service includes:

- On-site visit(s) with calibration and preventative maintenance assessment and main basic repairs.
- Unlimited remote support
- Reduced costs on spares by 20%
- 24hrs use of the [MARCO Support Portal*](#) (ticketing system), and access to the MARCO library with technical documentation.
- An annual [MARCO Trac-IT System Review**](#) to ensure you are achieving the full benefits from your system and a quicker ROI.

TAILORED

MARCO offer a truly personalised Service Level Agreement (SLA) with a wide range of different services tailored to suit your requirements.



*MARCO Support Portal

A real-time portal that helps teams deliver effective support throughout the day.

1 Support Channels

Unified support communications from multiple channels on a single platform

- Online Support Portal
- Email
- Phone

2 Ticket Management

To solve issues quickly and efficiently

- Public and private notes in tickets
- Ticket activities
- Merge tickets
- Visibility of the ticket's progress

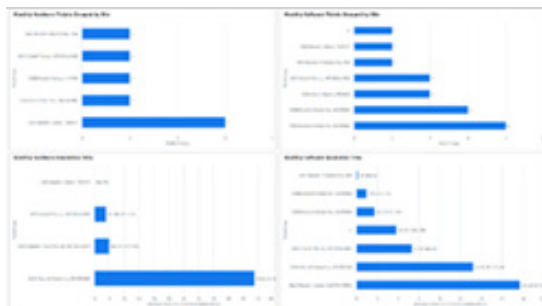
3 Self-Service Portal - Knowledge Base

24hr access to the MARCO library with technical documentation and tips available in a single convenient place

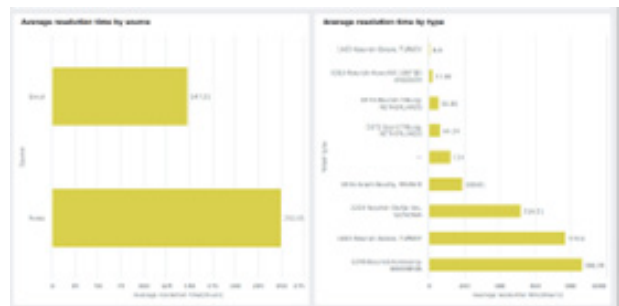
4 Customised Analytic Reports

Dashboards and pre-integrated analysis reports of all Software/Hardware issues

Monthly Performance Report



Yearly Performance Report



5 SLA Agreement

Your SLA Policy will be used in our MARCO Support Portal to determine the “Due By” time for each ticket

Every enquiry will be responded to and resolved within the promised time.

Response to service-related incidents and/or requests submitted in the following times:

- 0-6 hours (during UK business hours) for issues classified as **high priority**.
- Within 48 hours for issues classified as **medium priority**.
- Within 3 working days for issues classified as **low priority**.

*Remote assistance will be provided in line with the above time scales

**MARCO System Review

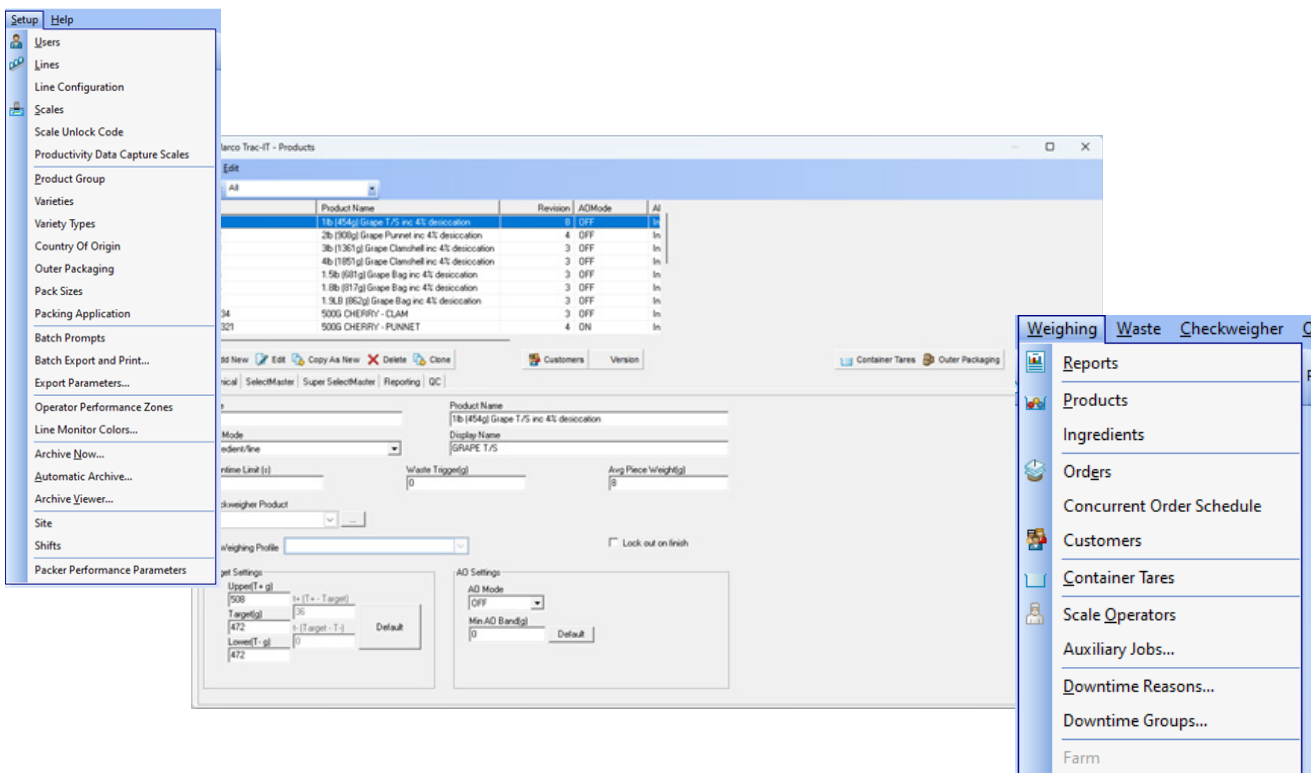
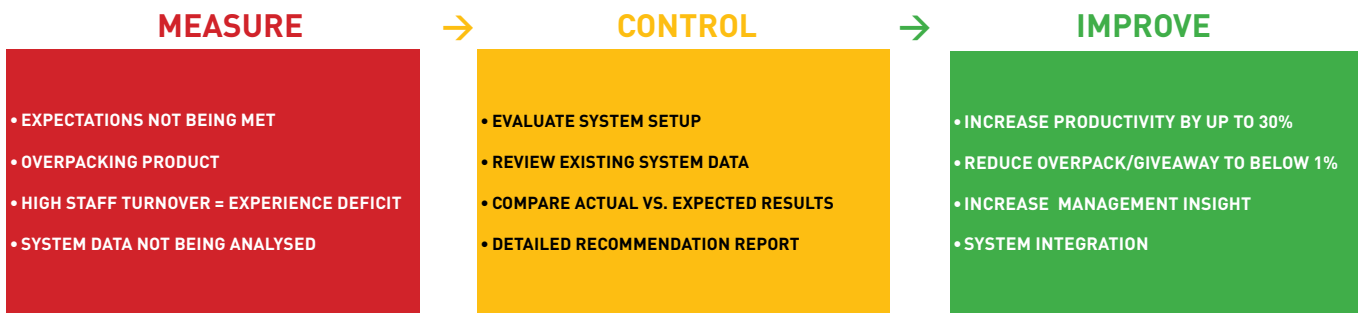
In the current economic climate, having more information for making the most of the assets whether that's people, machinery or systems is more important than ever. Our [System Review Report](#) is the first step to achieving your maximum business objectives.

MARCO can help [enhance the performance and productivity of your business](#) by assessing your existing MARCO systems. Better understanding will help to significantly improve [effectiveness](#), which will help increase efficiency, enabling you to produce more, with greater [consistency](#) for [less cost](#).

A [MARCO System Review](#) is an opportunity to assess and discuss your current end-to-end processes. This will allow us to highlight any issues, identify gaps, introduce best practices and recognise opportunities for supplemental MARCO modules that can integrate into your current application process to ensure you reach your maximum goals.

A detailed [recommendation report](#) is provided proposing actions and changes that can be introduced to help your MARCO systems run more resourcefully and profitably.

Whatever the challenge, we have the solution.



*A full backup of the MARCO Trac-IT system database will be taken to complete the System Review.

MARCO Academy[®]

MARCO offer a comprehensive collection of [training courses](#) to enhance the performance and productivity output benefits of the MARCO software modules. Better understanding of your MARCO systems will help increase efficiency and profit margins by enabling you to pack more product, more consistently for less cost.

Option 1 - £1,150*

Ideal if you have seen a significant turnover of operators, with a lack of familiarisation, or you are new to MARCO System.

Introduction to MARCO Systems Training

1-session course held at **MARCO HQ** in Edenbridge, including:

- Overview of the system
- Fundamentals for operation
- Hardware familiarity
- Products setup · Basic reporting
- Hands-on practical sessions

Option 2 - from £2,250*

Ideal if you already have experience with our MARCO Trac-IT[®] System giving you a better understanding of our systems including increased management insight and reducing waste.

MARCO Advanced System Training

An in-depth course at **MARCO HQ** in Edenbridge or the customer site, including:

- Comprehensive [system review](#) (compare actual vs. expected results, with a detailed recommendation report)
- Tailored 1-session training after system review, covering:
 - Enhanced feature explanation
 - Specific user requirements
 - Advanced reporting analysis
 - Hands-on practical sessions

Option 3 - £950 + travel

Ideal for the plant operators to gain invaluable knowledge covering maintenance and repairs on our hardware solutions.

Engineer Training

1-day in-depth course held on customer site, including:

- Equipment operation training and education about best practices by a skilled MARCO engineer
- Main Repairs
- Best Maintenance habits
- Optimisation
- System Set-up
- Technical & Software tips

For more information on any of our training course, please contact academy@marco.co.uk

*If course to be held on site, travel costs will apply.

All costs shown are based on 2024 prices and are subject to change.

measure . control . improve



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