

# Invest in time to enhance the value of time.

As your partner in the successful implementation of IIoT strategies, MEMEX offers a variety of cost-effective service packages to assist you in your Smart Manufacturing projects.

Package Level	On-Demand	Bronze Service Package	Silver Service Package	Gold Service Package
Hours	Minimum 2 Hours	38 Hours	75 Hours	120 Hours
Equivalent Cost per Hour	\$150	\$140	\$125	\$100
Additional Ad-Hoc, WebEx, Phone Training Hours		2 Hours (to be scheduled)	3 Hours (to be scheduled)	4 Hours (to be scheduled)
FEE	N/A	\$5,320	\$9,375	\$12,000
Remote Maintenance	YES	YES	YES	YES

All Prices are Subject to Change Without Notice

## SERVICES AVAILABLE

- Software usage and configuration support
- Training
- Ad-Hoc web/phone based remote support
- Encrypted remote assistance
- Server installation and maintenance
- Remote configuration
- DNC configuration
- Barcode scanning configuration and installation support
- RFID engineering and installation support
- Removal of old Work Order per specified rules
- Run Performance reports and identify products with bad standard cycle time
- Report creation
- 24/7 MERLIN alerts via LogMEIn
- ERP connector consultative services
- Consultative engineering and automation services
- Collaboration with Project Lead engineer
- Access to MEMEX Customer Portal

### Additional Details (Fine Print)

- Each fee is per customer site address
- Service package hours may be used within 12 months from the date of purchase
- Un-used hours may be rolled over if the service package is renewed or upgraded
- Travel costs are extra
- Possible to move monthly hours from block to consulting and project management if required
- Hours of operation:  
Monday – Friday, 8:00 AM – 6:00 PM Eastern Time
- Call to request rates based on time for
  - Project Management Services
  - Lean consulting services
  - Hardware Electronic design, engineering and build service
- See full policy at:  
[MemexOEE.com/resources/technical-support](http://MemexOEE.com/resources/technical-support)
- Contact Client Services:  
Toll Free 1-866-573-3895 or Telephone 905-635-3042



MERLIN is an IIoT Shop-Floor-To-Top-Floor communications platform that provides manufacturing analytics in Real-Time.

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## MEMEX CUSTOMER PORTAL

An online support service by MEMEX that aims to provide our Bronze, Silver and Gold customers with seamless, convenient and easy to access customer service. With the MEMEX customer portal:

- Submit help desk tickets for all products
- Track tickets and updates
- Access prior technical notes and MERLIN knowledgebase
- Keep updated with latest news from MEMEX

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## MEMEX MAINTENANCE AND SUPPORT PROGRAM

The Maintenance and Support Program by MEMEX is a monthly maintenance service that includes:

Inspection and Management of existing logs for

- MERLIN Generated ERP logs
  - AxConfig logs
  - UDA logs
  - MERLIN Server logs
  - MTConnect – Ax9150 UMI logs
  - MOP logs
  - AxEmail logs
  - AxDNC logs
  - OEE Server UI logs
  - SQL logs
  - MERLIN Reporting logs
  - MERLIN Auto Reports Generator logs
- Review and inspect shown Pattern Files and Error Conditions
  - MERLIN Server upgrade and updates applied as required (does not include user PC maintenance)
  - Ongoing optimization of MERLIN
  - Other logs as specified

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## ABOUT MEMEX™

The Industrial Internet of Things (IIoT) powered by machine to machine (M2M) connectivity coupled with software capable of collecting, analyzing, and intelligently presenting streams of manufacturing data represents no less than the next Industrial Revolution. MEMEX with its visionary attitude has been on the leading-edge of the convergence of the industry trends in Computing Power, Connectivity of Machines, Industry Standards, Advanced Software Technology, and Manufacturing Domain Expertise. Leading this transformation is MEMEX Inc., the developer of MERLIN, an award winning IIoT technology platform that delivers tangible increases in manufacturing productivity in Real-Time.

MEMEX, with its comprehensive understanding of the manufacturing industry, is the global leader in machine to machine connectivity solutions.

Committed to its mission of “Successfully transforming factories of today into factories of the future” and encouraged by the rapid adoption and success of MERLIN, MEMEX is relentlessly pursuing the development of increasingly innovative solutions suitable in the IIoT era. MEMEX envisions converting every machine into a node on the corporate network, thereby, creating visibility from shop-floor- to-top-floor.

MEMEX, with its deep commitment towards machine connectivity, offers solutions that are focused on finding hidden capacity by measuring and managing Real-Time data. This empowers MEMEX’s customers to effectively quantify and manage OEE, reduce costs and incorporate strategies for continuous lean improvement.



### PRODUCTIVITY

10%-50% average productivity increase



### PAYBACK

payback in less than four months with an Internal Rate of Return (IRR) greater than 300%



### PROFITS

20% + profit improvement based on just a 10% increase in OEE



### CONNECTIVITY

connects to any machine, old or new

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Contact MEMEX to implement IIoT data-driven manufacturing now.



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**MEMEX**  
Measuring Manufacturing Excellence™

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