

## SERVICE LEVEL AGREEMENT - HOW TO SECURE YOUR INVESTMENT ?

**Any capital expenditure (CapEx) in a production department represents an opportunity, but also a risk. As a provider of equipment for over three decades, THE Machines helps you manage this risk through a dedicated lifecycle support for your investment and reach an optimal cost of ownership.**

### Customized SLAs for ideal equipment performance

We firmly believe that regular maintenance and predefined support services are essential to reduce downtime, and thus ensure and sustain your competitiveness. That's why we offer tailored Service Level Agreements (SLAs) that cover all the support and maintenance services you need. Thanks to the unparalleled experience of our service experts, we can identify issues in advance and considerably limit the consequences of a breakdown.

By opting for an SLA with THE Machines, you benefit from the expertise of your original equipment supplier and assure the productivity of your equipment across its lifetime. Your daily operations are on the safe side and your main focus is on growing your business.



### Features and benefits

- Priority access to technical support
- Agreed response and intervention times
- Rapid implementation of corrective measures
- Production line back into operations asap
- Secure the performance levels of your equipment

The SLAs proposed by THE Machines are efficient care programs to increase the availability of your equipment while improving the quality of your production and extending your asset lifetime.

