

If you're looking for a service agreement to provide the highest possible technical availability and uptime for your SIG filling line, here it is. Our **availabilityPlus** package gives you continuous monitoring of your filling and downstream systems on top of professional maintenance and repair services. That means we pull out all the stops to get your line up and running again – and keep it that way.

Along with fast repair, our specialists conduct a deep-dive root cause analysis while they're working on your filling line to establish what caused the problem. And more importantly: to ensure it doesn't happen again.

availabilityPlus: your benefits at a glance

- ✔ Provides the highest level of technical availability of your SIG Combibloc equipment
- ✔ Tailors the optimal maintenance schedule to your needs
- ✔ Increases the efficiency and lifetime of your SIG Combibloc system
- ✔ Minimizes unplanned downtime with preventive maintenance and upgrades
- ✔ Provides continuous monitoring of your filling machine, applicator and downstream equipment
- ✔ Ensures quality maintenance, with qualified and experienced SIG field service engineers
- ✔ Delivers genuine spare parts fast via our SIG global logistics network
- ✔ Provides flexibility as we build the optimal improvement plan together with you



STEP BY STEP TO OPTIMAL UPTIME: availabilityPlus

A SIG **availabilityPlus** service agreement is the result of teamwork. Our experts work with your experts to audit your line as it is today and where you would like it to be in terms of availability. This results in a set of key performance indicators and methods for achieving them. Next, your team and ours go through the system, component by component, identifying those that are coming towards the end of their lifespan and need replacing or upgrading in the short term. This is a vital phase as it combines routine maintenance with preventive maintenance. And that helps you avoid unnecessary outages, downtime and financial losses.

Phased technical improvements

Once we've established what needs to be done, we work with you on a timetable for realizing it. We know uptime is uppermost in your mind – so we build our schedule around your production cycles. That way, we can get each phase of the job done at a time that suits you best.

Ongoing monitoring

Once your line is in peak condition, our specialists will keep monitoring it for you. Meanwhile, your staff can get on with higher-value projects.

The **availabilityPlus** package is ideal for you if you want your top-flight maintenance services to be focused on technical availability and if uptime is critical for your business.

OVERVIEW OF ON-DEMAND SERVICES THAT YOU CAN SELECT TO COMPLEMENT **availabilityPlus**

In addition to our **performancePlus**, **availabilityPlus** and **maintenancePlus** service agreements, SIG Combibloc provides you with optional services on a one-off or regular basis.

- **Technical upgrades:** tailored to your system, they increase efficiency, filling quality and safety
- **Food safety consulting:** to ensure sterility, quality and compliance
- **Customer training:** for optimal equipment operation
- **Personnel assessment:** making sure your staff have the knowledge they need
- **Audit:** technical and performance audit of your filling line
- **Line Monitoring System:** for at-a-glance, real-time capabilities

AN OVERVIEW OF THE PRODUCTS WE OFFER, IN AGREEMENT WITH YOU AND YOUR TEAM

	performancePlus	availabilityPlus
KPI	OVERALL EQUIPMENT EFFECTIVENESS (OEE)	TECHNICAL AVAILABILITY
SCOPE	ORGANIZATIONAL & TECHNICAL ASPECTS	NEGOTIABLE TECHNICAL ASPECTS
EQUIPMENT	FILLING MACHINE, APPLICATOR AND DOWNSTREAM	FILLING MACHINE, APPLICATOR AND DOWNSTREAM*
RESPONSIBILITIES	SIG & CUSTOMER INVOLVEMENT	MAINLY SIG
SERVICE FEES	BASE FEE + PERFORMANCE FEE	BASE FEE + PERFORMANCE FEE
SERVICE SUPPORT PACKAGE	PREVENTIVE MAINTENANCE	✓
	CORRECTIVE MAINTENANCE	✓
	SPARE PARTS	✓
	TECHNICAL UPGRADES	✓
	STAFF TRAINING	✓
	ON-SITE SUPERVISION	✓
	COMPETENCE ANALYSIS	✓
	PROCESS OPTIMIZATIONS	✓

* CONTENT OF **availabilityPlus** IS FLEXIBLE FOR THE CUSTOMERS

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