

BlueCrest Global Services
Equipment Maintenance Agreements

Optimize performance by eliminating costly downtime.

To drive positive business outcomes, every piece of your mailing and shipping operation needs to work flawlessly without disruption. Equipment Maintenance Agreements (EMA) from BlueCrest make it easy.

Providing exceptional customer service is at the core of what we do, while driving continuous innovation in service delivery processes and optimization. Our commitment, vast industry history and experience, focus on quality and customer satisfaction translates into reliable, predictable results for clients.

Customized to your mail production's unique needs, our services enable maximum equipment utilization to save costs and deliver a greater return on investment. Plus, they provide the flexibility and scale needed to support your business now and in the future. Our EMA agreement includes:

- Development of common goals.
- Shared risks and rewards.
- Executive sponsorship.
- Clear roles and responsibilities.
- Lean Six Sigma/continuous improvements.
- Commercial competitiveness.
- Long-term planning.



For more information, visit us online: bluecrestinc.com



Simplify the way you get support.

From installation and repair services, to periodic maintenance optimization support, BlueCrest Global Services provides a single point of accountability. You'll be able to eliminate multiple contracts, the headache of managing multiple vendors and the pitfalls of inconsistent services reliability.

Leverage service and support that's unmatched in the industry.

Our certified customer services representatives are ready to help you accelerate your time to success. We take a proactive approach to periodic maintenance through remote diagnostics

and monitoring, as well as Industrial Internet support. To meet the unique needs of our clients, we can provide support:

- On-site.
- On-call.
- Online.
- Machine-to-machine.
- On-machine.
- Via performance measurement and governance.
- Through sensor data from connected systems using Clarity Solutions.

Periodic and proactive maintenance services include:

- Identifying gaps in current periodic maintenance. We'll coordinate and execute against schedule to ensure all machines in fleet are appropriately serviced.

- Performing periodic maintenance on each component of the equipment based on usage.
- Performing any necessary repairs for equipment.
- Utilizing BlueCrest parts designed specifically for optimum performance and longevity.
- Providing weekly operational reports and attending production meetings to ensure machine availability scheduling for future project managers.
- Assisting operators and ensuring maximum efficiency is achieved to meet SLAs.

BlueCrest Inc. / 37 Executive Drive / Danbury, CT 06810

For more information, contact your BlueCrest Sales or Service Representative