



INDUSTRY 4.0 TECHNOLOGIES ENABLED SUPPORT PROGRAM

Leveraging over 75 years of experience in automated assembly machinery and equipment, The Arthur G Russell Company (AGR) is proud to provide our customers with industry-leading support and field services, both enabled by an Industry 4.0 (i4.0T) hardware and software interface.

Not all companies have the same needs and with the current skilled labor shortage, some are finding it difficult to adequately staff. The i4.0 technologies-enabled support level methodology lets our clients choose the appropriate amount of support that augments their staff to help keep their production lines operating at high OEE.



STEP 1

READINESS ASSESSMENT

AGR will work with you to assess the status and readiness of the existing equipment, station by station, as well as the data collection infrastructure.

After the machine or line assessment task, AGR will provide a report and quote for AGR to supply the services and materials needed to make your equipment i4.0T ready. The base requirements plus one of three levels below will be determined on your specific needs and desire.



Scan for more details or contact us at
info@arthurgrussell.com.



BASE REQUIREMENTS

A base hardware platform is required to interface to your machine control hardware to allow AGR to interface to collect data. This base system will consist of:

Industrial computer with database interface installed.

Remote support hardware.

AR glasses for remote support.

Network interface hardware.

IIoT sensors (cost and installation quoted separately).

INCLUDED

The following items are included with the Silver Level:

PLC to database interface software which provides locally hosted reporting screens for live and historical information.

Four base standard screens for OEE and downtime data. Additional screens available through a separate quote.

Two web-enabled screens available via smartphone or tablet.

Cell enabled device for AR-based remote support.

40-hour block of remote support.

Response time from initial call—within 1 business day

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1 LEVEL

SILVER

GOLD

The Gold Level offering includes everything listed in Silver plus the following:

Cloud-based data repository, with web reporting and cloud computing analytics.

Weekly AGR remote monitoring services.

Additional 80-hour block of remote support (total of 120 hours).

One preventative maintenance service trip, with a maximum of 40 hours on site.

Response time from initial call—within 8 hours.

PLATINUM

The Platinum Level offering includes everything listed in Silver and Gold Levels plus the following:

AI hardware and software subscription (to be installed in industrial PC listed in Base Requirements).

Additional weekly AGR remote monitoring services.

Additional 80-hour block of remote support (total of 200 hours).

Two preventative maintenance service trips, with a maximum of 40 hours on site per trip.

Response time from initial call—within 4 hours.



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