

OPEX[®]

Document and Mail Automation Service

WHY OPEX[®] SERVICE?

At OPEX, we prioritize your success and operational continuity. Understanding the necessity of immediate support, we offer tailored, comprehensive service support. Our factory-trained, safety-certified technicians specialize in our robotic technology, providing personalized care. They undergo extensive ongoing training to ensure expertise in addressing your needs. Choosing OPEX means more than innovative technology; it signifies a partnership with a dedicated team. Our one-year, all-inclusive service agreement covers parts and labor, guaranteeing support from installation onwards. We're here to ensure your operations run smoothly, allowing you to focus on your core business activities.

FEATURES

CONSULTATION

The process begins by analyzing workflows to create custom automation solutions to improve productivity. Based on the insights gained from this analysis, our team will calculate an estimated return on investment, highlighting potential savings in labor, resources, and space.

TRAINING

After installation and testing, on-site operator training helps staff familiarize themselves with the system, while administrator training, available in-person, on-site, or remotely, offers in-depth knowledge on managing scanning jobs. Additionally, clients gain on-demand access to valuable resources and our technical support team, ensuring continuous, efficient system operation throughout the year.

INSTALLATION

Upon delivery, our team will install, configure, and test the equipment to ensure it's running correctly. Depending on the complexity of your solution, OPEX can configure preset jobs remotely or on-site within a couple of days.

TECH SUPPORT

24/7 support is available through a network of locally based field service technicians in the United States and Canada. To prevent unexpected downtime and ensure operations run smoothly, preventative maintenance is conducted routinely. Additionally, the all-inclusive service agreement covers all parts and labor costs for any OPEX system.

ADVANTAGES

RELIABLE

Operational reliability is essential in delivering high-quality products and services. Through careful monitoring, proactive maintenance, and swift, effective responses to any issues that may arise OPEX service ensures maximum system availability and minimizes downtime.

EFFICIENT

With fast, responsive support, comprehensive preventative maintenance programs, and an all-inclusive service agreement covering all parts and labor, OPEX ensures that your document and mail automation systems operate at peak efficiency.

FLEXIBLE

By offering tailored support structures and service agreements that adeptly adjust to the evolving needs of your business, OPEX service ensures uninterrupted operational efficiency and the ability to scale, supported by customizable coverage options for extended, weekend, and holiday support.


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SUPPORT SERVICES AND MAINTENANCE

Repair and Replacement Parts	OPEX offers on-site (or nearby) spare parts for fast and easy repairs with minimal disruption to your operation.
Labor	Labor during the standard warranty period is provided during a contracted 8-hour window.
On-call Technician Support	OPEX will respond to your demand service calls by arriving on site within four hours after a call is received, during the standard service coverage hours of 7 AM - 3 PM Monday through Friday, excluding OPEX holidays.
Stand-By Availability	OPEX can have a certified technician ready to respond if a demand call is placed.
On-site Technician Support	If you need dedicated on-site coverage, OPEX can supply a certified technician who will be housed at your facility for a complete 8-hour window of coverage. Appropriate pricing will apply.
Remote Technical Support	A technical support line is available 24/7/365 days of the year. Your trained user can call for additional help with solving issues.
Preventive Maintenance	Keeping your equipment up and running is priority one. OPEX, a market leader in scheduled preventive maintenance, monitors your equipment based on hourly and quarterly usage.
Software Licensing	All application software licenses are included.
All User Training	Provided by certified OPEX service employees, this training equips your employee to perform minor, service-related tasks during off-hours.
Software Updates & Upgrades	Technology is constantly changing. Software updates are included at no additional charge. Upgrades are made available as appropriate.
Unlimited "Demand Calls"	An OPEX service contract includes unlimited demand calls throughout the year with service being provided during your contracted maintenance shift.
Coverage Changes	OPEX can support changes to your needs. We can adjust the service support with a 60-day notification.
ADD-ONS	
Additional Coverage	Extended services covering additional shifts or weekends and extended hours of coverage may be purchased from OPEX at additional cost.
Holiday Coverage	If you work during the holidays, OPEX can schedule coverage for you.
Weekend Service	Additional coverage hours for 6th and 7th day coverage can be purchased as a whole or for just one of those days.
Peak Volume	If you have seasonal volume increases and need additional shifts of coverage, OPEX can help with additional service coverage.
Performance Checks	Wondering if you are maximizing your OPEX equipment? Contact us to review your process or to receive a system check-up to help achieve optimum performance.

Have questions?
Contact us.

 opex.com

 info@opex.com

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