

Invest in time to enhance the value of time.

As your partner in the successful implementation of IIoT strategies, MEMEX offers a variety of cost-effective service packages to assist you in your Smart Manufacturing projects.

| Package Level | On-Demand | Bronze Service Package | Silver Service Package | Gold Service Package |
|--------------------------|-----------|------------------------|------------------------|----------------------|
| Hours | – | 40 Hours | 80 Hours | 120 Hours |
| Equivalent Cost per Hour | \$175 | \$165 | \$150 | \$125 |
| FEE | – | \$6,600 | \$12,000 | \$15,000 |

All Prices are Subject to Change Without Notice

SERVICES AVAILABLE

- Software usage and configuration support
- Training
- Ad-Hoc web/phone based remote support
- Encrypted remote assistance
- Server installation and maintenance
- Remote configuration
- DNC configuration
- Barcode scanning configuration and installation support
- Removal of old Work Order per specified rules
- Run Performance reports and identify products with bad standard cycle time
- Report creation
- 24/7 MERLIN alerts via LogMEIn
- ERP connector consultative services
- Consultative engineering and automation services
- Collaboration with Project Lead engineer
- Access to MEMEX Customer Portal
- Some project management

Additional Details

- Fee per site (street address)
- Service package hours expire 12 months from the service start date
- Unused hours carry forward when a new service package is purchased
- Does not apply to travel expenses
- Hours of operation:
Monday – Friday, 8:00 AM – 6:00 PM Eastern Time
- See full policy at:
MemexOEE.com/resources/technical-support
- Contact Client Services:
Toll Free 1-866-573-3895 or Telephone 905-635-3042
- Plans are prepaid services



MERLIN is an IIoT Shop-Floor-To-Top-Floor communications platform that provides manufacturing analytics in Real-Time.

COMMENCEMENT AND EXPIRATION OF SERVICE PACKAGE HOURS

Except as specified herein, any service hours purchased from Memex at a discount (i.e. a Service Package) must be used within twelve (12) months from the 'service start date' or they expire. Unless the service package purchase is part of a customer's purchase of software license(s), the service start date is deemed to be the earlier of:

- i. The purchase order ("P.O.") date for the service package; and
- ii. The first day on which any discounted service hours are delivered.

For customer P.O.'s that also include the acquisition of software license(s), the service start date is deemed to be the earlier of:

- a. The first day on which any discounted service hours are delivered; and
- b. Sixty (60) days from the day the software is installed, and the licenses are available for use provided the customer is not the cause of any installation delays, otherwise ninety (90) days from the P.O. date.

If a customer purchases a new service package less than thirty (30) days prior to the expiry of any previously purchased discount service hours, the expiry of those unused hours will be extended for ninety (90) days from their original expiry date.

ABOUT MEMEX™

The Industrial Internet of Things (IIoT) powered by machine to machine (M2M) connectivity coupled with software capable of collecting, analyzing, and intelligently presenting streams of manufacturing data represents no less than the next Industrial Revolution. MEMEX with its visionary attitude has been on the leading-edge of the convergence of the industry trends in Computing Power, Connectivity of Machines, Industry Standards, Advanced Software Technology, and Manufacturing Domain Expertise. Leading this transformation is MEMEX Inc., the developer of MERLIN, an award winning IIoT technology platform that delivers tangible increases in manufacturing productivity in Real-Time.

MEMEX, with its comprehensive understanding of the manufacturing industry, is the global leader in machine to machine connectivity solutions.

Committed to its mission of "Successfully transforming factories of today into factories of the future" and encouraged by the rapid adoption and success of MERLIN, MEMEX is relentlessly pursuing the development of increasingly innovative solutions suitable in the IIoT era. MEMEX envisions converting every machine into a node on the corporate network, thereby, creating visibility from shop-floor-to-top-floor.

MEMEX, with its deep commitment towards machine connectivity, offers solutions that are focused on finding hidden capacity by measuring and managing Real-Time data. This empowers MEMEX's customers to effectively quantify and manage OEE, reduce costs and incorporate strategies for continuous lean improvement.



PRODUCTIVITY

10%-50% average productivity increase



PROFITS

20% + profit improvement based on just a 10% increase in OEE



PAYBACK

payback in less than four months with an Internal Rate of Return (IRR) greater than 300%



CONNECTIVITY

connects to any machine, old or new

Contact MEMEX to implement IIoT data-driven manufacturing now.



MEMEX
Measuring Manufacturing Excellence™

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