



**CUSTOMER CARE TEAM**  
EXPERTISE THAT MAKES THE DIFFERENCE



# OUR MISSION

OPTEL's Customer Care Department is committed to delivering high-quality, value-added programs and services to enhance the customer experience while maximizing your productivity and return on investment.

We offer a complete portfolio of services and products in collaboration with OPTEL's Project Management teams and your local Account Directors.

Our innovative Service-Level Agreement offer includes phone, email and remote assistance with many options, such as Virtual Tech Support using the cutting-edge smart-glasses solution.

Other programs include on-site production support, personalized training and spare-parts packages. OPTEL cares about building strong partnerships with its customers, which is why our dedicated team is 100% committed to delivering customer satisfaction with a personalized touch.



**ON-SITE PRODUCTION SUPPORT, TRAINING, SPARE PARTS  
AND AN INNOVATIVE SERVICE-LEVEL AGREEMENT –  
DISCOVER EVERYTHING OPTEL HAS TO OFFER!**



# SERVICE-LEVEL AGREEMENTS

## TECHNICAL SUPPORT PLANS 24/7 Global call center support

<b>BENEFITS</b>	Guaranteed response time reduces downtime	Personalized support matched to your unique solution	24/7 technical support
	Global support network	Support requests routed to best available resource	Global queue prioritization

	Basic <sup>1</sup>	PREMIUM	ELITE	ELITE PLUS	VP PREMIUM
<b>ANNUAL SERVICE FEE per site/plant</b>	Annual (1 Line) Additional lines can be added.	Annual (1 Line) Additional lines can be added.	Annual (3 Lines) Additional lines can be added.	Annual (Unlimited OPTEL lines in same location)	Flexible term, paired with your Verify Platform
<b>CASE ALLOCATION</b>	5 cases/line	5 cases/line	5 cases/line	5 cases/line	5 cases/year
<b>ACCESS TO 24/7 CALL CENTER</b>	Not available	YES	YES	YES	YES
<b>FIRST-RESPONSE TIME</b>	< 24 hours <sup>2</sup>	< 4 hours (Severity 1)	< 2 hours (Severity 1)	< 1 hour (Severity 1)	< 1 hour (Severity 1)
<b>ON-SITE TECH SUPPORT</b>	Dispatched upon availability	Dispatched upon availability	48 hours <sup>3</sup>	24 hours <sup>3</sup>	N/A
<b>REMOTE ASSISTANCE VIA OPTEL VTS SMART-GLASSES TECHNOLOGY</b>	Available for purchase	Available for purchase	Available for purchase	Includes 1 kit per site, hardware and SaaS license	Available for purchase
<b>DEDICATED OPTEL POINT OF CONTACT<sup>4</sup></b>	N/A	N/A	N/A	Included	N/A

OSM SLA is required for all customers with an active OSM (PROD) environment.

24/7 Support for Verify Platform is available. Refer to your specific SaaS agreement/contract. Premium Verify 24/7 support is available; contact us.

<sup>1</sup> First year free of charge.

<sup>2</sup> Subject to regular business hours.

<sup>3</sup> Refer to contract for details. Response-time guarantee effective after mutual agreement to dispatch and customer approval of cost estimate. Elite customers receive 48-hour on-site support for P1 severity, at their expense. Elite Plus customers receive 24-hour on-site support for P1 severity, at their expense. On-site support for APAC customers is only available within 72 hours, or best available, depending on plant location; please inquire.

<sup>4</sup> OPTEL's "dedicated point of contact" is a service project manager or equivalent, available during local business hours to resolve issues and to coordinate intervention of technical expert(s) if required. Case counting and root-cause analysis are also available.



# ON-SITE TRAINING PACKAGES

## SELECT ONE OF OUR TURNKEY TRAINING PROGRAMS:

<b>BASIC TRAINING</b> Operator Skills	<b>PRODUCTION LINE MANAGEMENT</b> Supervisor Skills	<b>SERIALIZATION SPECIALIST</b> Maintenance and Troubleshooting Skills	<b>OPTEL SYSTEM CONFIGURATION</b> Manager Skills	<b>OSM AND LINEMASTER CONNECTORS</b> Batch Management Skills	<b>KOMPANO TRAINING</b> Warehouse
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### TRAINING PROGRAM OBJECTIVES

Be able to operate OPTEL systems with functional production-line-operator proficiency	Be able to operate OPTEL systems with functional production-line-supervisor proficiency	Be able to keep OPTEL systems up and running with serialization-specialist proficiency	Be able to manage OPTEL systems with functional administrative proficiency	Be able to manage a batch and analyze reports	Be able to operate Kompano with functional warehouse-clerk proficiency
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### TARGET AUDIENCE

<ul style="list-style-type: none"> <li>Operators</li> </ul>	<ul style="list-style-type: none"> <li>Production line supervisors</li> </ul>	<ul style="list-style-type: none"> <li>Maintenance engineers</li> </ul>	<ul style="list-style-type: none"> <li>Plant managers</li> <li>Project managers</li> <li>IT system administrators</li> <li>QA validation specialists</li> </ul>	<ul style="list-style-type: none"> <li>IT system administrators</li> <li>Process order administrators</li> <li>Batch schedulers</li> <li>Product database administrators</li> <li>Production line supervisors</li> </ul>	<ul style="list-style-type: none"> <li>Warehouse personnel</li> </ul>
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### TRAINING METHODS — THEORY AND HANDS-ON

Practice on your existing lines	Practice on OPTEL simulators	Practice on a serialized line and on OPTEL simulators	Practice on OPTEL simulators	Practice on OPTEL simulators	Practice on OPTEL Kompano device
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### DURATION

<b>1 day per group</b> (minimum 2 groups/ 2 days)	<b>3 days</b>	<b>2 weeks</b>	<b>1 week</b>	<b>3 days</b>	<b>1 day per group</b> (minimum 2 groups/ 2 days)
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### TRAINING CAN BE HELD AT YOUR FACILITY

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### TRAINING CAN BE HELD AT OPTEL ACADEMY TRAINING CENTER

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### NUMBER OF ATTENDEES

<b>4</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>4</b>
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# CUSTOMER CARE — REMOTE TRAINING

OPTEL TRAINERS HELP YOU SELECT THE RIGHT CLASS FOR YOUR NEEDS

<b>BENEFITS</b>	Quick, convenient and personalized training	Clear, predetermined training objectives
	Training developed for the specific audience and skill level	Experienced, qualified technical trainers

We offer a wide range of remote training modules on our various systems and solutions. We cover everything from barcodes to serialization to system maintenance — a learning opportunity that is provided by our expert technical trainers and delivered wherever you happen to be.

## REMOTE TRAINING MODULES

Offered in 30- to 90-minute sessions

Advanced Vision Parameters — OCV, 1D and 2D barcodes	Serialization — Latest Updates	OSM Overview	Verify Platform Overview	Bartender	Electrical Schematic
LineMaster Overview and Configuration	System Components and Preventive Maintenance	OPTEL Bridge Connectors Overview	PharmaProof and InspectProof Product Tracking	Layout Configuration	Russian Crypto Code
Optical Setup	Audit Trails	Introduction to Kompano	Grading Notion	LineMaster Reports	Operator Skill Training



# CUSTOMER CARE — SPARE PARTS

MANAGE THE UNEXPECTED WITH OPTEL'S SPARE-PARTS SERVICE!

## Be prepared for the unexpected – maintain your critical and recommended spare-parts bundles on-site today

OPTEL helps you choose the right parts matched to your specific solution, with flexible purchase terms for single-line or multi-line packages. We will coordinate your quotes and work with third-party inventory management programs. Find the parts you may require immediately or in the future, *à la carte* or in packages, with our comprehensive, customized spare-parts lists:

- **Recommended list**
- **Critical list**



## BENEFITS



Minimize downtime and handle emergencies efficiently



Carry only minimum inventory



Get help from a specialized, dedicated team



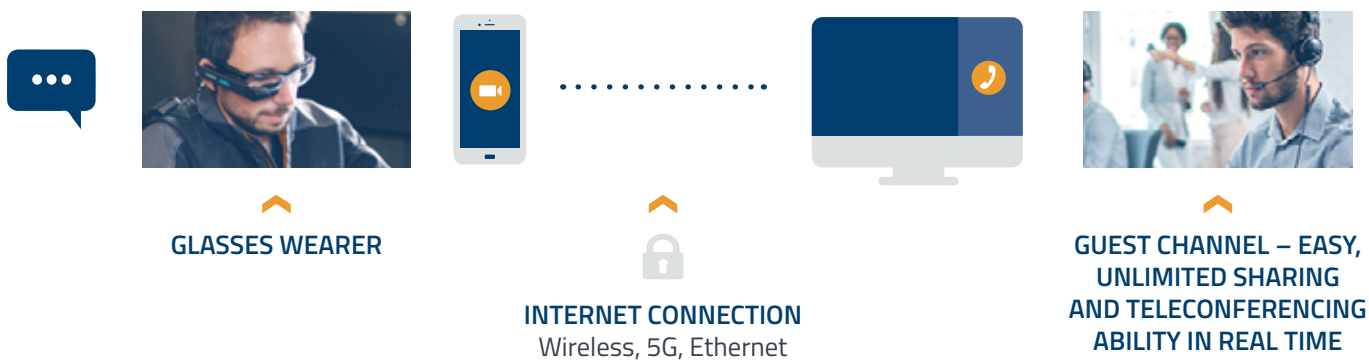
Protect your investment from unexpected losses



# OPTEL VTS — VIRTUAL TECH SUPPORT

## CUTTING-EDGE SMART GLASSES DELIVER VIDEO CONFERENCE SOLUTIONS

OPTEL's "SEE-WHAT-I-SEE" SOLUTION, powered by AMA XpertEye



- A mobile, hands-free and easy-to-use remote assistance solution using smart glasses
- Simultaneous display for glasses wearer and remote observers, OPTEL support or others
- Secure, real-time audio and video calls without limit on minutes, data or distance
- Easy-to-use whiteboard offering full-color annotations, document sharing and photo capture
- Improves collaboration between your teams and external partners
- Reduces downtime – useful for remote training and distance learning
- Expert guidance anytime, anywhere!
- Reliable and completely secure workspace using Confidential Mode
- Multiple configurations and industry-leading software available for a wide variety of smart glasses and wearables
- Supports Industry 4.0 initiatives and pairs with Proceedix automated work instructions
- Annual SaaS license includes specialized training and personal technical support delivered by AMA
- Can be hosted on internal IT networks and adapted to corporate enterprise solutions. Enhanced security and control via single sign-on functionality. VPN compatible.

## OPTEL's "SEE-WHAT-I-SEE" SOLUTION, powered by AMA XpertEye

### VUZIX M400 OBSERVER

- Vuzix M400 smart glasses with quick mounts fitting every major brand of safety glasses
- Android Pixel smartphone (32 GB) locked with AMA software
- USB battery back-up for extended calling, quick recharging of glasses or phone
- AMA advanced software (SaaS agreement)
- AMA guest software provides email or SMS-based invitations for easy teleconferencing
- All cables, chargers and tools organized in a customer carrying case, ready for travel or easy shipment

### SERVICE FEES

- First-year SaaS-based contract included in hardware purchase
- Annual renewals of custom terms; annual contract includes software updates

### TRAINING AND DOCUMENTATION

- Four hours of remote training on hardware and software; USB key with full library and online support via AMA portal



## OPTEL CREW

CONTRACT-LENGTH PRODUCTION SUPPORT — DIRECTLY AT YOUR FACILITIES!

**A DEDICATED TEAM OF WELL-TRAINED EMPLOYEES,  
READY AND AVAILABLE TO DELIVER OUR HIGHEST LEVEL  
OF CUSTOMER SERVICE**

### GET YOUR OWN OPTEL RESOURCE

- Technical experts focused on your objectives, offering great product knowledge and tips to maximize your OPTEL solution
- Dedicated 1:1 OPTEL resource, with service perfectly adapted to the needs of line-level operations or internal PMO team
- Direct access to internal OPTEL support and engineering resources
- Full-time, permanent employees dispatched to your location for targeted, scheduled assignments

### YOUR CHOICE OF DURATION\*

1 month | 3 months | 6 months | 1 year

\*Other options also available



Continuous Dedicated Care



Employees Specially  
Trained on Your Solutions



Instant On-Site Assistance



Hands-On Training and  
Demos



Experienced Resources





# OPTEL CARE SERVICE PROGRAM

ON-SITE SPECIALIST CONSULTATION TO PROTECT  
AND MAINTAIN YOUR INVESTMENT

## ON-SITE SPECIALIST VISIT

- Expert inspection of production lines
- Gather feedback
- Define maintenance requirements
- Review spare parts

## ASSESSMENT REPORT AND EXPERT RECOMMENDATIONS

- Overall findings report
- Suggestions may include specific recommendations for production efficiency, equipment maintenance, calibration and safety
- Line wear-and-tear assessment
- Includes documentation and photos

## POSSIBLE OUTCOMES

- Maintenance service plan for software or hardware
- Process improvements
- Recommendations for spare parts, targeted training

**EXPERTISE** THAT MAKES  
**THE DIFFERENCE**



Contact us to **schedule your OPTEL Care visit today!**  
**[optelgroup.com](https://optelgroup.com)**





## WITH THE OPTEL EXPERIENCE, YOU CAN ALSO BECOME A **TRACEABILITY EXPERT** OR **TRAIN YOUR TEAM**:

- ✓ VISIT OUR DEMO CENTER
- ✓ ATTEND 30-MINUTE PRESENTATIONS ABOUT  
TRACEABILITY AND SUPPLY CHAIN TOPICS

### LEARN MORE

For more information on OPTEL's Customer Care service,  
visit [optelgroup.com](https://optelgroup.com).



### HAVE QUESTIONS?

Chat with us: [optelgroup.com](https://optelgroup.com)

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