



GLOBAL CUSTOMER
OPERATIONS GROUP

TrueBlue® AMHS

Automated Material Handling System Service Agreements

INTEGRATED SOLUTIONS

Benefits:

- Optimize System Performance
- Reduce Unscheduled Downtime
- Minimize Cost of Ownership
- Preferred Customer Pricing

Brooks Automation offers an array of customizable programs and services based upon the way you do business. Brooks TrueBlue® Service Agreements are structured to address your operational efficiency needs while still providing the flexibility you require.

At Brooks Automation Global Customer Support (GCS) we are committed to supporting you. Our mission is to exceed expectations in all areas of customer responsiveness. For this reason we have put together a portfolio of service agreements called TrueBlue.

Brooks TrueBlue Service Agreements leverage Brooks' technology and resources to deliver the perfect blend of performance, productivity, and price. Every service agreement provides comprehensive and customizable service components for your needs.

Why TrueBlue

Brooks Automation TrueBlue services are our total corporate commitment to deliver not only superior technology, but also unmatched performance, world-class global support, products and infrastructure and an expectation of “no surprises” – ever.

Brooks GCS is proud to announce that we have expanded our TrueBlue Service Portfolio to cover Automated Material Handling Systems (AMHS).

UltimateBlue

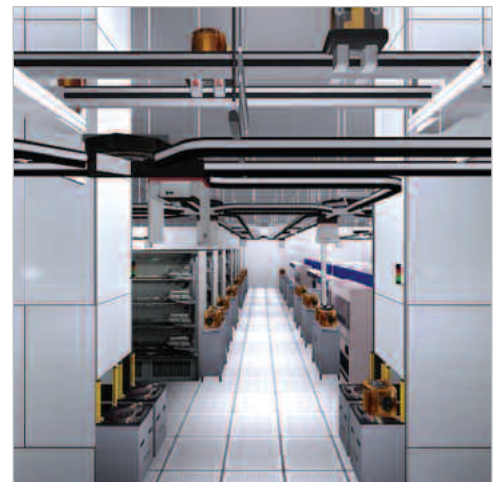
A turnkey support program to optimize AMHS performance while minimizing Cost of Ownership. All labor and parts to achieve the performance goals of the factory are supplied by Brooks in these multi-year support contracts.

PerformanceBlue

An advanced multi-year support program that provides you with Brooks' expertise and best known methods to optimize the performance and CoO of your AMHS.

BasicBlue

An entry level support program that provides you with the tools to optimally maintain and operate your AMHS system.



Automated Material Handling System

Included in these AMHS TrueBlue Service Agreements are:

- *Account Assigned CSE*

The key contact for each agreement is the account Customer Support Engineer (CSE) who manages the performance of the agreement, including replacement schedule and inventory.

- *Material Support Plan*

Brooks will work with you to provide a Target Stocking Level (TSL) proposal focused on minimizing unscheduled downtime. The TSL is based on your needs.

- *Parts Obsolescence Mitigation Program*

Brooks GCS has developed the Parts Obsolescence Mitigation Program to help you avoid supply chain parts disruptions by proactively planning and providing parts for the life of the contract.

- *AMHS Scheduler*

The AMHS Scheduler option provides you with a proactive service schedule for maintenance of your AMHS components. Utilizing the Smart PM^m report, the AMHS Scheduler minimizes costs and reduces downtime.

- *Embedded Software Maintenance*

With the Embedded Software Maintenance support, you will receive upgrades to the current versions of software your system supports as well as new software releases as they are launched.

- *Performance Reviews*

A standard to TrueBlue® agreements, you will receive quarterly performance reviews that summarize equipment performance.

- *Performance Recommendation Report*

As a PerformanceBlue or UltimateBlue AMHS customer, a Performance Recommendation Report (PRR) will be provided. This report is an annual report that highlights specific recommendations to enhance the performance of the AMHS as well as minimize Cost of Ownership.

- *Simulation Analysis*

As part of the PerformanceBlue and UltimateBlue agreements only, the Simulation Analysis identifies system limitations and bottlenecks. With UltimateBlue contracts, you will get periodic updates and 'what-if' analysis to help predict impact of issues.

- *Preferred Spares and Upgrade Pricing*

As an AMHS TrueBlue customer you will receive preferential pricing on spare parts and upgrade packages for your AMHS.

*For more information, please contact your local Brooks Automation sales representative
or visit www.brooks.com.*

