



## **FactoryNOW – Authorized Integrator Program**

### **FactoryNOW Authorized Integrators**

- Third Party Companies
- Trained in FactoryNOW Services and Software Implementation
- Regionally Located (Local to Customer)
- Provide Installation, Service, Support
- Perform Systems Integration and Custom Development to integrate 3<sup>rd</sup> party equipment into the FactoryNOW architecture.

Every OEM interested in FactoryNOW has asked the same question:

“So the customer buys my machine with remote monitoring service, but he’s got 3 other machines from different vendors, and he’s going to want to hook them up also. Can we do that?”

The simple answer is yes. However, FactoryNOW does NOT get involved in the integration of every imaginable machine into the system. Our focus is maintaining the information system infrastructure. Therefore, we've provided a generic set of tools that will allow additional equipment to interface to the FactoryNOW architecture. This is a set of standards, hardware, and software that allows data to be collected and transferred through the FactoryNOW network, and integrated into FactoryNOW reports available through the subscription service.

### **Authorized Integrator Functions**

FactoryNOW Authorized Integrators serve a geographic region and/or accounts and perform the following functions:

- A) Perform field installation of FactoryNOW remote monitoring nodes, including hardware installation and software configuration of the node and it’s connection method to the internet. Also provide installation of in-plant networks to integrate multiple equipment nodes into one FactoryNOW network. This may include performing site surveys.
- B) Field Service and warranty support for FactoryNOW, including upgrading field hardware, diagnosing problems, or performing software upgrades.
- C) Custom configuration of software to integrate 3<sup>rd</sup> party equipment into the FactoryNOW system. Involves custom hardware design, software development, and system integration services using approved FactoryNOW components and methods.

### **Field Installation**

A customer buying a FactoryNOW-Enabled machine from an OEM may not need field installation, as typically the OEM service tech will install the service on the equipment. However, in the case of a customer with multiple machines, or 3<sup>rd</sup> party equipment integration needs, the OEM service tech may not be equipped to handle the installation. At this point, the authorized integrator will be called in to design/implement the installation, including (if necessary) installing the hardware in an appropriate location, designing network connections, connecting the equipment, verifying performance, and potentially integrating 3<sup>rd</sup> party components.

### **Field Service and Warranty Support**

Initiated by FactoryNOW headquarters, we call the authorized integrator in closest geographic vicinity to schedule and perform field service, warranty repair, or upgrades to a customer's FactoryNOW equipment. We have set rates we charge for such services, we handle the billing arrangements with the customer, and we pay the authorized integrator a percentage of the rate. Integrators must warrant their own installation services and any custom configuration work that they provide to the customer.

### **Custom Systems**

Totally custom systems can connect to the FactoryNOW architecture (practically any PLC controlled machine or equipment) using more generalized interface tools. In those cases, the Integrator provides the integration services, using FactoryNOW components where applicable. The Integrator earns sales commissions on the monthly billing fees for being connected to the FactoryNOW infrastructure.

For more information on the Authorized Integrator Program, contact FactoryNOW directly.