



# Gemba Solutions Managed Service Contracts

---

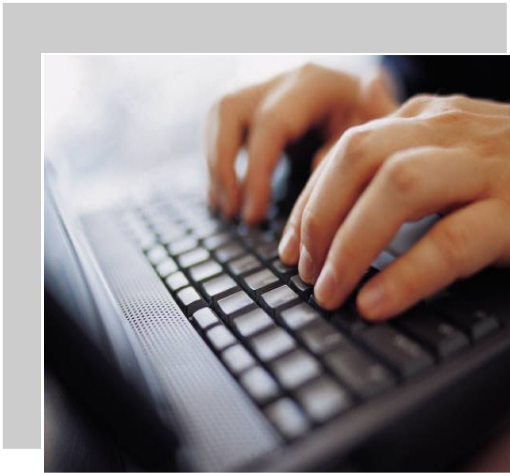
**Partnering with our clients for the long-term to ensure that they get maximum benefit from our products on an on-going basis**



# GEMBA SOLUTIONS Managed Service Contracts

PARTNERING WITH OUR CLIENTS FOR THE LONG-TERM

## Leaving you free to focus on what you do best ...



We're committed to making sure you get the maximum benefit from your Gemba system, and although we have designed our software to be as automated, user-friendly and intuitive as possible, your staff do still need to interact with the system in order to secure this benefit.

A Gemba Managed Service Contract is designed to help clients manage, utilize and administer their Gemba software, leaving your staff free to focus on what they do best. It is ideal for clients who have limited internal resource available, or who would simply prefer to outsource this activity and spend their own time on utilizing the data from the system to generate improvements to their production processes.



## Details of the service ...

Under a Managed Service Contract, our System Expert will carry out work on your Gemba system that your own staff would normally undertake. Typical system tasks would include:

- Asset reconfiguration
- SKU configuration
- Data collection modifications
- Excel Add-in report generation
- Base shift configuration
- Screen generation/customization

Clients use our standard Service Activity Request mechanism to ask for work to be carried out. On receipt of a request from the client, a Gemba System Expert will carry out the activity required and report back to the client on completion.

Contracts are renewed annually and you choose how much time you buy. Time spent on each activity is logged and deducted from the total number of hours on the contract. Additional contract hours can be purchased and at renewal, any remaining hours can be carried over to the next year..

# GEMBA SOLUTIONS Managed Service Contracts

PARTNERING WITH OUR CLIENTS FOR THE LONG-TERM



## The benefits ...

Nobody knows our software better than we do, so having our System Experts run your Gemba system can realise the following benefits:

- A cost-effective and flexible service
- Guaranteed response times
- Access to operational expertise
- Consistent systems engineering approach
- Predictable quarterly costs with no unexpected surprises
- Efficiencies in staff recruitment and training
- Fixed term cover available for maternity/paternity leave, holidays etc
- Built-in mechanism for improvement suggestions



Outsourcing the day-to-day running of your Gemba system offers you a strategic method for improving operations and cutting expense

You can choose from a selection of standard annual contract options, or we can tailor something to suit a specific need. We can run your system on an on-going basis if that's what you need, but we can also offer a solution on a fixed term basis to cover maternity/paternity leave, to fill a gap during staff

## Gemba Managed Service Contract Service Level Agreement ...

Gemba's Managed System Service runs alongside a Support Contract and renews on an annual basis (shorter, fixed terms contracts available on request). At the start of the contract, a block of either 50, 100 or 200 hours is purchased as standard (larger or smaller blocks are available on request).

Gemba Systems Experts are available from 9:00am to 16:30pm Monday to Friday, excluding all bank and public holidays).

For the majority of typical system tasks, Gemba will guarantee a half-day commencement time (ie. Requests received before 1pm - work will start the same day, requests received after 1pm - work will start on the next working day). Note however that if a significant amount of time is called off in one go, or the type of work requested is unusual/specialist, Gemba will endeavour to meet the half-day commencement response but may extend it if necessary.

For some sites, a short System Familiarisation period may be required. Where this is the case, time taken to carry out this activity will be deducted from the contract hours.

When work on the system is required, the client must complete a Service Activity Request sheet and forward it to Gemba, by email (to [service@gembasolutions.com](mailto:service@gembasolutions.com)) where it will be logged and acknowledged. Requests will be accepted only if they are sent by the client's nominated Service Requester to this email address.

A minimum of 1 hour will be logged per job. Gemba will not exceed a 4 hour block of work for any one request without further approval from the designated client Service Approver.

Under a Managed Service Contract, our System Expert will carry out work on your Gemba system that your own staff would normally undertake. Therefore, work activities that will not be carried out under this contract include, but are not limited to hardware/network/IT activities, Super-User Training, software development/enhancements, rapid improvement workshops.

Gemba carries out the work (usually remotely), logging the hours used, and returns the updated Service Activity Request to the client on completion.

For annual contracts, Gemba invoices the client on a quarterly in advance basis, for 25% of the total sum, regardless of how many hours have been used. For tailored contracts, invoicing stages will be agreed with the client.

At the end of an annual contract, any unused hours can be carried over to the next year, so long as a further block of hours is also purchased. Otherwise, remaining hours expire and are not refundable.

For the Gemba Solutions Managed Service Contract to be in place, remote (VPN) access must be supplied by the client allowing full access by our staff to the Gemba-supplied software. It is the client's responsibility to ensure that the provided link is available, secure and free from abuse.

Where Gemba staff are required to attend site, travel time will be deducted from purchased hours, and expenses will be charged at cost plus 20%.

This Managed Service Contract can be terminated by Gemba Solutions at any time with 14 days notice if unreasonable use, misuse or abuse of the service by a client is reported, and may be suspended by Gemba Solutions should payment for that service be in arrears.



---

**Gemba Solutions Ltd**  
Eliot Park Innovation Centre, Barling Way  
Nuneaton  
CV10 7RH  
United Kingdom

+44 (0) 2476 796615

[www.gembasolutions.com](http://www.gembasolutions.com)

Gemba Solutions 2012 (Rev 5)  
GS-S1-300-25