
Service Offerings



Service designed to EMPOWER

Service Offerings From Universal Robots

Our next generation services include **3 tiers** providing operators exactly what they require.

UR CARE
Access **support** and **resources** necessary for success.

- SUPPORT**
- ✓ myUR Ticket Management
 - ✓ UR Academy
 - ✓ Customer Success Management

UR INSIGHT
Achieve **visibility** by collecting and analyzing data about your cobot.

- VISIBILITY**
- ✓ myUR Monitoring
 - ✓ Notifications
 - ✓ Dashboard
 - ✓ Log Report
- SUPPORT**
- ✓ myUR Ticket Management
 - ✓ UR Academy
 - ✓ Customer Success Management

UR PERFORMANCE
Leverage **expertise** to verify your cobot configuration and optimize productivity, and longevity.

- OPTIMIZE**
- ✓ Annual Cobot Performance Check
 - ✓ Extend warranty*
- VISIBILITY**
- ✓ myUR Monitoring
 - ✓ Notifications
 - ✓ Dashboard
 - ✓ Log Report
- SUPPORT**
- ✓ myUR Ticket Management
 - ✓ UR Academy
 - ✓ Customer Success Management

Service Options

	UR CARE	UR INSIGHT	UR PERFORMANCE*
myUR Customer Portal	✓	✓	✓
UR Academy Basic (e-learning, webinars, tutorials)	✓	✓	✓
NEW! Customer Success Management	✓	✓	✓
NEW! myUR Monitoring		✓	✓
Annual Cobot Performance Check			✓
Next focus myUR Remote Access			✓

*Requires Annual Cobot Performance Check
*Recertification required if Cobot is out of warranty

*The option to extend the cobots warranty coverage is available as part of UR PERFORMANCE

Learn, Improve, Adapt

UR CARE

UR CARE includes the essential resources for a successful deployment and continuous operation. Access to myUR opens the doors to personal education and expert support.

✓ **Ticket Management via myUR**

The myUR Ticket Management system provides an interface to submit, review and track support tickets.

✓ **Customer Success Management**

Customer Success Managers are available to answer any questions and offer assistance.

✓ **Robust Training with UR Academy**

Online training modules leverage interactive stimulations to guide you as you learn core concepts, terminology, and programming commands.

See, Understand, Manage

UR INSIGHT

UR INSIGHT includes everything in UR CARE and introduces the ability to connect the robot for visibility and analysis of daily activities.

✓ **myUR Monitoring**

Track cycle times and cycle counts in real time from a time from a smart device.

✓ **Dashboard**

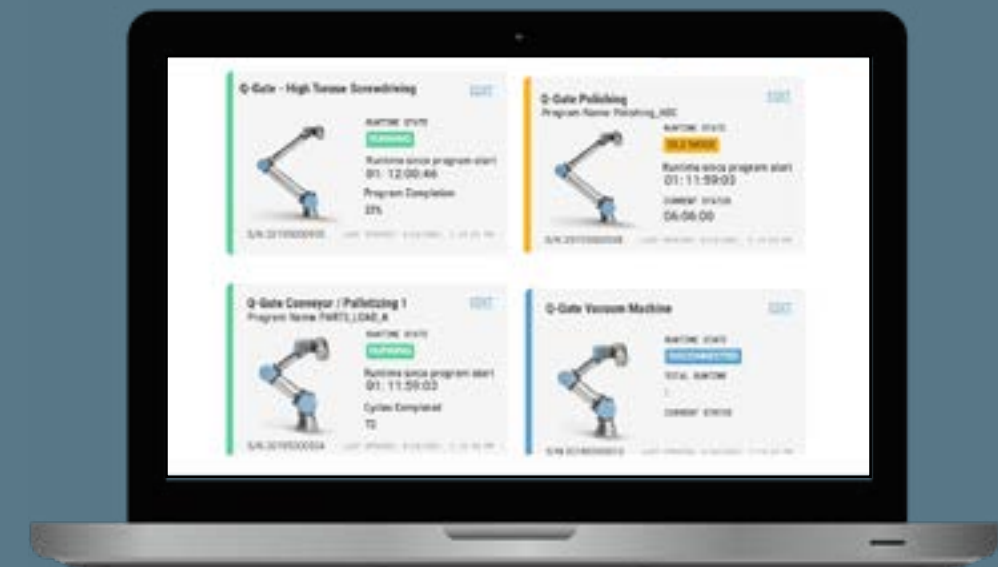
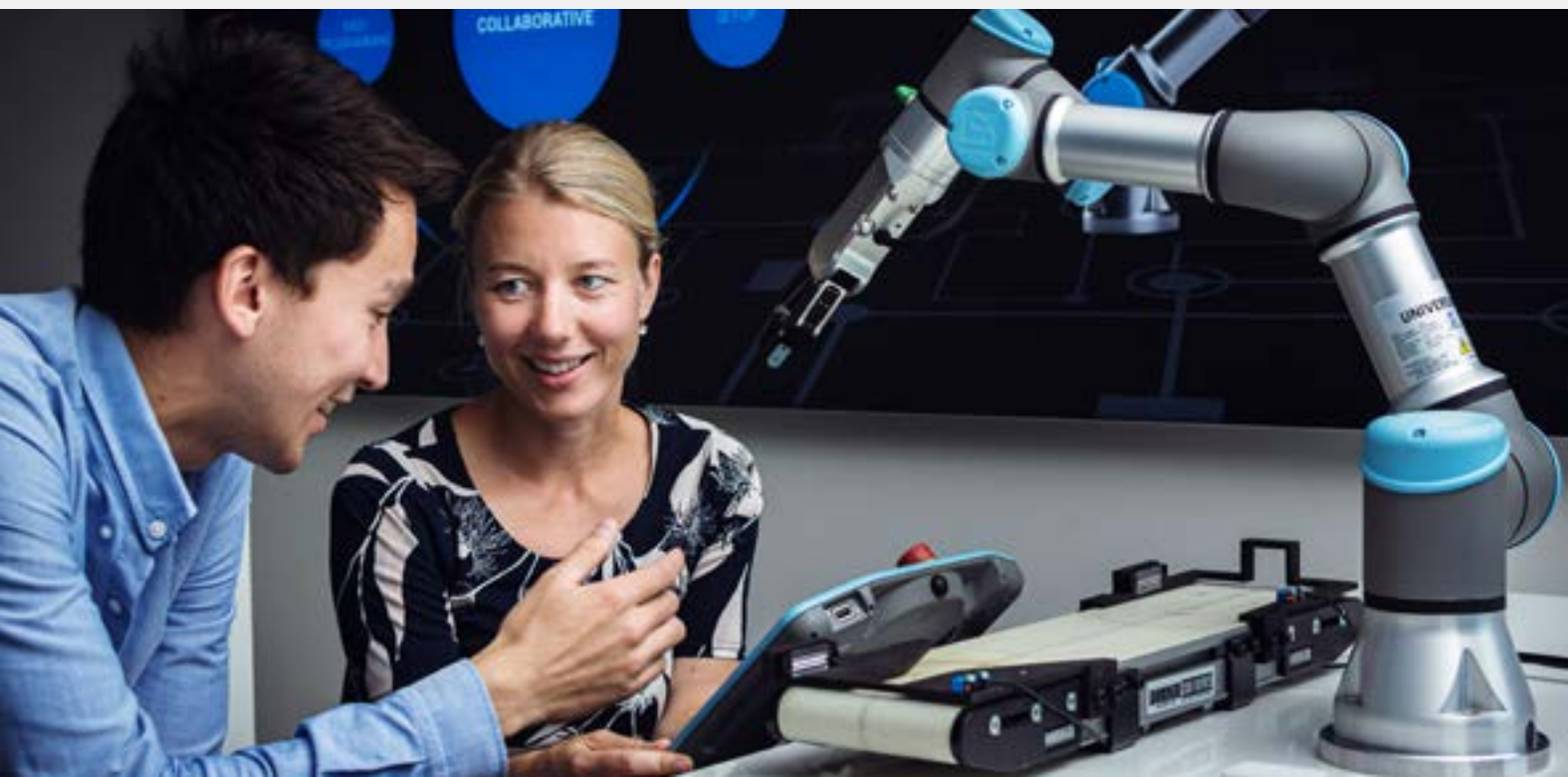
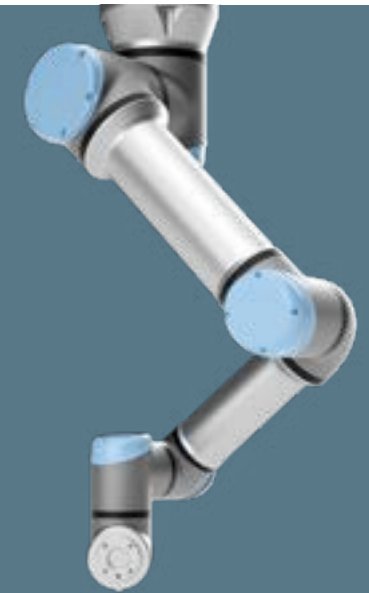
Monitor multiple robot workcells on one dashboard and access the dashboard from any networked computer.

✓ **Notifications**

Receive notification for robot stops, alarms and application specific events while at the office or on the road.

✓ **Log Report**

Diagnose production inefficiencies and gain a deeper understanding through exportable/downloadable log reports.



Strive, Optimize, Transform

UR PERFORMANCE

UR PERFORMANCE includes everything in UR CARE and UR INSIGHT, plus an annual performance check conducted by an automation expert and the ability to extend your warranty.

✓ **Annual Cobot Performance Check**

The annual cobot performance report ensures the cobot configuration is setup correctly for the application. Areas of risk, potential wear and possible efficiencies are all highlighted.

✓ **Covered Under Warranty**

UR PERFORMANCE also gives the option to extend the warranty of the robot up to 36 months*.

*The extended warranty requires the Annual Cobot Performance Check be conducted annually



What our customers say...

“One person instead of running around monitoring machines can sit in one place and monitor them all”

– President at Machine Shop in CA, USA

“[The notifications feature] saved me 15-30 min. in lost production time per robot per week”

– Operations Engineer in AL, USA



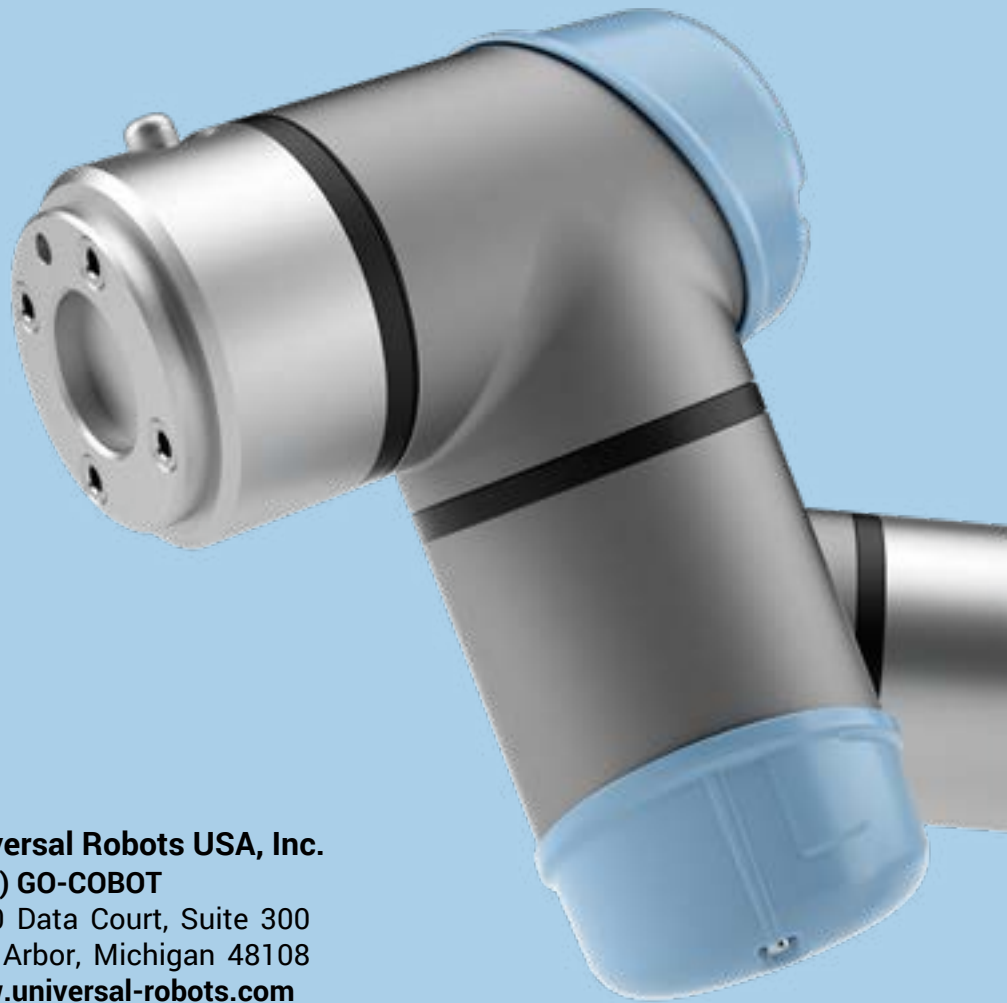
Score



“How likely are you to recommend myUR Monitoring to a friend or colleague?”

5 = Very likely





Contact

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