

## **Service Solutions**

**RUNNING A WORLD-CLASS TESTING OPERATION TAKES PLANNING, RESOURCES AND THE ABILITY TO ADAPT TO A CONTINUALLY CHANGING SET OF EXPECTATIONS.** YOU'VE ALREADY INVESTED QUITE A BIT IN INFRASTRUCTURE AND EQUIPMENT TO PRODUCE THE TESTING RESULTS YOU NEED. NOW LET MTS HELP YOU MAKE THE MOST OUT OF YOUR EQUIPMENT, YOUR LAB AND YOUR INVESTMENTS BY WORKING WITH YOU TO MAINTAIN EQUIPMENT RELIABILITY, ENHANCE PRODUCTIVITY, EXTEND PRODUCT LIFE AND REDUCE TOTAL COST OF OWNERSHIP.

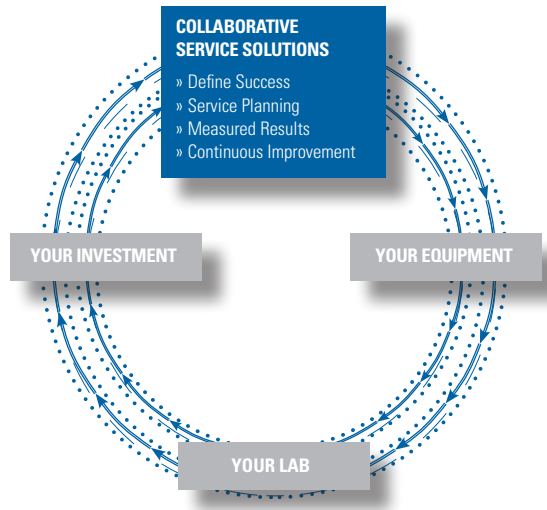


Your Objectives (What you want to do)	Your Resources (How you accomplish your objectives)	Your Financial Considerations
Achieve accurate test results	With test equipment	Expenses: Capital Operating costs
Meet schedule commitments	With skilled people	Revenue stream protection: Productivity targets Risk mitigation strategies
Meet regulatory requirements	With proven processes	
Validate product design		
Measure product performance		
Manage test program costs		
Secure test contracts or research contracts		

## Collaborative service solutions from a testing leader

Any successful endeavor, including a successful testing operation, requires a combination of good planning and predictable execution. That's why most successful testing operations have spent the time up front to define success, and spend time evaluating and tweaking their definition of success to meet the ever-changing environment.

With the experience, applications expertise and service practices gained throughout more than forty years, MTS has a wealth of knowledge to help you define success and tailor your testing program to meet those success criteria. We'll help you examine your objectives, testing resources and financial considerations to build a service strategy that aligns with your testing goals and optimizes your resources to give you the best testing outcomes.



### Your Objectives

There are many things you may be trying to achieve with your testing, and the specifics of what you want to accomplish may be different from other test programs. Success can be defined in several ways, and it's likely that your high-level objectives include some, if not all, of the following items:

- » Achieve Accurate Test Results
- » Meet Schedule Requirements
- » Meet Regulatory Requirements
- » Validate Product Design
- » Measure Product or Material Performance
- » Manage Test Program Costs
- » Secure Test Contracts or Research Funding

Many of these objectives are basic requirements for your testing operation, yet with the changing expectations within your organization, a few are probably somewhat more important to you than others at any given time. MTS can help design a service plan that addresses the priorities that are the most critical for your test program today, and help you modify that plan as your focus changes.

### Your Testing Resources

We understand the resources that affect your overall success:

- » Reliable Test Equipment
- » Skilled People
- » Proven Processes

We can offer solutions to maximize the effectiveness of those resources.

### Your Financial Considerations

Not only are you responsible for accurate test results, but a big part of your job includes managing expenses, protecting assets and maintaining productivity. We can provide services to help minimize operating costs and define risk mitigation strategies. With MTS, you'll receive the support you need to meet your specific objectives while maximizing your resources and protecting your investments.





## MTS Service Offerings

YOUR EQUIPMENT	YOUR LAB	YOUR INVESTMENTS
<p><b>EQUIPMENT RELIABILITY</b>            Routine Maintenance (RM)            Fluid Assessment            Monitoring Services            Spares Kits</p>	<p><b>APPLICATIONS EXPERTISE</b>            Training            Consulting            Facilities Planning</p>	<p><b>PRODUCT LIFE EXTENSION</b>            Exchanges            Remanufactures            Software Agreements (SSP)</p>
<p><b>SYSTEM PERFORMANCE</b>            Control Loop Optimization            Software Custom Test Templates            Performance Assessment            Monitoring Services</p>	<p><b>PRODUCTIVITY ENHANCEMENT</b>            Tech Support            Training            Consulting            Routine Maintenance            Fluid Assessment            Monitoring Services</p>	<p><b>INVESTMENT PROTECTION</b>            Warranties            Consulting            Routine Maintenance            Fluid Assessment            Monitoring Services</p>
<p><b>DATA INTEGRITY</b>            Calibration (Static &amp; Dynamic)            Measurement Uncertainty Analysis (MUA)            Metrology            Alignment</p>		

## Designed for success

MTS has been providing global service solutions for several decades across a wide variety of industries. As a result, we have developed best practices for maintaining successful testing operations in many different testing environments. We've also recognized the changing priorities that have come with decreasing budgets and ever-faster product development cycles. We understand the cost and time pressures encountered in today's test programs.

There will always be a reactive element to managing your test operations. Unexpected downtime can occur even when every precaution is taken to prevent it. The question becomes, how much disruption can your program tolerate? Do you want to be reacting to problems most of the time, or investing to avoid problems? Years ago, when product development cycles were much longer, reacting was probably an adequate

response. Today, most successful labs take a more proactive approach to avoiding unpleasant surprises like the downtime that can spell disaster for product development and maintaining a competitive edge.

To help you maximize your testing effectiveness, we'll look at your equipment, your lab and your test program to see where we can add the most value to meet your specific objectives.

MTS has the knowledge, expertise and service solutions to achieve the following critical elements of successful testing operations:

- » Equipment Reliability
- » System Performance
- » Data Integrity
- » Applications Expertise
- » Productivity Enhancement
- » Product Life Extension
- » Investment Protection

## Optimizing your testing equipment performance

Your reputation depends on delivering accurate test data in a timely manner. To ensure these results, you need to have equipment that is available and running properly. Reacting to unplanned downtime or having to retest due to inaccurate or unrepeatable data will only impede your progress and slow your ability to produce results.

### Equipment Reliability

Quite simply, you need to have the right equipment available and operational when you need to test. MTS has several solutions to increase the uptime and proper operation of your test systems, because equipment that is idle or prone to breakdown is of no use to you. With Routine Maintenance and Fluid Assessment, you become aware of potential issues before they become larger problems. With spares kits, you are prepared for unexpected breakdowns and can reduce your mean time to repair. With our dedicated field service engineering team, you'll receive maintenance and repair services from a person who knows and understands your equipment and lab, and can make recommendations based upon your usage history.

### System Performance

Systems that are performing optimally cost less to operate and produce more accurate results in a shorter amount of time. We can suggest ways to increase the capability of your existing equipment to make sure you are getting the best performance. We have several assessment tools to track system degradation over time, and can help you bring the system back up to like-new or better-than-new performance with upgrades or minor adjustments.

### Data Integrity

Inaccurate data is worse than no data at all. Yet, normal use can cause testing systems to drift out of specification, producing unreliable results. We can offer calibration and alignment services to make sure that the data you collect is accurate and repeatable. Our certified calibration services and Nadcap-quality alignment services can assure that you are getting trustworthy test data and are not over-testing to compensate for poor data quality.





## Improving your test lab efficiency

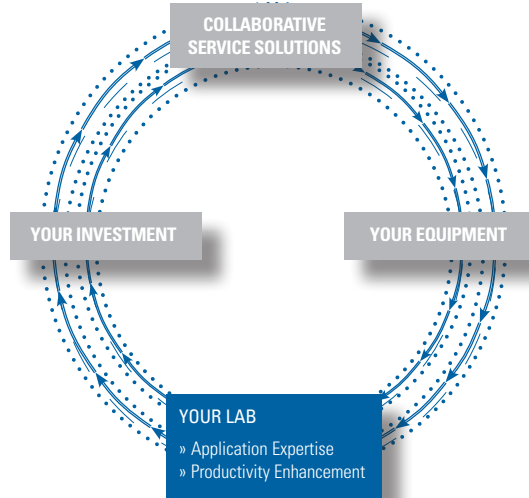
With experience in several industries, MTS has seen thousands of testing applications. As a result, we have great depth and breadth of knowledge about testing best practices and can help you find ways to run tests more efficiently.

### Applications Expertise

Chances are that we've seen a test program, setup, or result that is similar to what you are trying to achieve. MTS offers consulting, training and support to answer all your testing questions. We also have extensive experience with facilities planning and can advise on hydraulic distribution methods or energy conservation techniques.

### Productivity Enhancement

Getting the most output for the lowest cost helps you to be effective in managing resources and costs. We can help analyze how the equipment is being used and offer solutions to improve throughput and maximize output.



## Managing the return on your investments

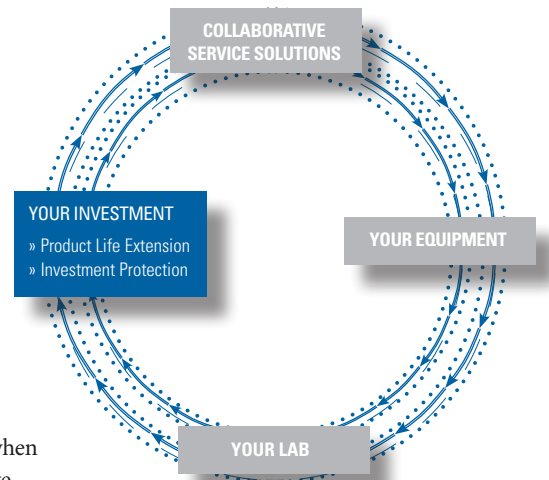
You want to make sure that you get the longest service life possible from your test equipment. You need cost-effective ways to protect your assets and assure your test program success. There are many considerations, and it is not always clear which options are the most economical over the long term. If something breaks, should you repair, remanufacture or buy new? How do you know you're spending the right amount to meet your objectives? MTS can provide tools to help determine how to get the most out of your investments.

### Product Life Extension

To maximize the useful life of any of your assets saves you money in total cost of ownership. With proper care, MTS equipment can last for decades. We also offer exchanges, remanufactures and upgrades to extend the life of your testing equipment.

### Investment Protection

To purchase test systems, especially when outfitting an entire lab, requires a large up-front investment. You need to protect your initial investment, maximize total cost of ownership over the course of the system's life, and maintain financial predictability in maintenance and repair costs. You also need to protect these high-value assets from damage and extend their operating life. MTS understands the cost concerns that come with owning and maintaining test systems and will work with you to devise a plan that maximizes your return on investment and minimizes your financial risk.



## Learn more today

At MTS, not only do we design, develop and manufacture leading-edge test equipment, we spend each day helping our customers solve their most difficult testing and lab operation challenges through our service and support capabilities. With a service partner like MTS, you can maximize the performance of your equipment, lab and investments to reach your testing goals. Contact us today to optimize your testing operations with MTS service solutions.

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