

**ocme**

*Moving Ideas*



# INTRALOGISTICS

Handling to and from the warehouse:  
technology, infrastructure and integrated  
solutions for the automation and cost-abatement  
in manufacturing companies

# OUR VALUES: INNOVATION

OCME was established in 1954 and is known all over the world as one of the most reliable and innovative leaders in the automated packaging machinery and solutions sector. The headquarters are situated in Parma, Italy, and operations are world-wide. It has provided its customers top-quality consumable packaging solutions, based on ongoing innovative research for 64 years. OCME solutions are devised and produced in packaging valley, the Italian packaging machinery production hub, just like our red, the symbol of successful Italian industry across the globe. In 2017, OCME signed an agreement with Robopac, joining forces and pooling together their experience and expertise, to reinforce its offering of outstanding technological solutions, with high added value for end-of-line systems. After half a century of business, we have tracked our red line to outline an uninterrupted journey towards our sole objective: excellence.



**125 M€**  
Sales across  
the globe



**610 Employees**  
(75% in Italy, 25% rest  
of the world)



**+11,000**  
Machines sold



**8 Locations**  
world-wide



**2 plants**  
Production in Italy  
and in China (Jiaying)



**+ 60 Centres**  
World-wide  
after-sales support

# OUR SOLUTIONS



## DEPALLETISERS



**Antares**  
Crate depalletisers



**Dorado**  
Depalletiser for loose containers



**Pegasus D**  
Robot Depalletisers

## FILLERS



**Libra R**  
Rotary filler



**Libra LT**  
In-line filler



**Virgo**  
Rotary filler for  
cooking oil

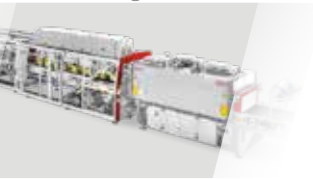
## PACKERS



**Altair**  
Boxing machine



**Vega**  
Shrink-wrap packer

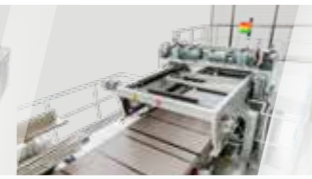


**Gemini**  
Combined solution

## PALLETISERS



**Perseus**  
Traditional palletiser  
with 90° infeed



**Orion**  
Traditional in-line palletiser



**Pegasus**  
Palletiser Robot



**Mizar**  
Layer forming system

## STRETCH-WRAPPERS



**Genesis**  
Stretch-wrapping  
machine with rotary ring



**Helix**  
Stretch-wrapping  
machines with rotary arm



**Rotoplat**  
Stretch-wrapping  
machines with rotary table

## INTRALOGISTICS



**Auriga PS**  
Powered Stacker



**Auriga CT**  
Counterbalanced Truck



**Auriga Z**  
Stabilizer



**Auriga C**  
Conveyor

# INTERNAL LOGISTICS: FROM OPERATIONAL REQUIREMENT TO OPPORTUNITY FOR SUCCESS

Internal logistics within production plants today constitutes a major challenge for companies all over the world. The transition towards unmanned automated systems has involved the majority of production sites which are now equipped with plants where the human role is merely to supervise and check.

In the sectors upstream and downstream of the production process, goods, pallets and raw materials are increasingly being handled using automated systems, which are operated by software that constantly checks the operating parameters and define the tasks of each and every unit.

The need to be equipped with this type of handling system derives from a multitude of needs that integrated internal logistics systems are designed to accommodate:

1. The constant control of the production process, which allows for total traceability of production batches along the entire production chain through to large-scale distribution.
2. The reduction of personnel costs thanks to the possibility of introducing significant automation at the start- and end-of-line.
3. Occupational safety sees that the use of fork-lift trucks with an operator are one of the main causes of accidents in production plants.
4. The elimination of damage to infrastructure, to products and to the production line.

**NORMALLY, AN AUTOMATED SYSTEM HAS A VERY SHORT RETURN ON INVESTMENT, OF APPROXIMATELY TWO YEARS, WHICH THEREFORE GUARANTEES SUPERIOR ECONOMIC AND FINANCIAL EFFICIENCY IN THE MEDIUM TERM.**

# AUTOMATION OF LOGISTICS IN PRODUCTION SITES

The automation of start- and end-of-line logistics must under all circumstances be assessed in an integrated manner to achieve some fundamental objectives:

1. The rise in the **competitiveness** of the company system.
2. Improved **efficiency** of the plant, an integrated management system allows timely and real-time administration of resources, reducing loss and costs for product damage.
3. **Flexibility** thanks to integrated handling and logistics tools that allow companies better to know the exact situation in their warehouse and optimise the use and storage of raw materials.
4. The greater safety deriving from the use of an automatic handling system, in itself is sufficient motivation to decide to implement it.

OCME offers the ideal context in which handling technologies interact with the production department and with end-of-line machinery, providing not only evident advantages in the replacement of traditional fork-lift trucks, but recording all the necessary information for the present and future management of the warehouse. The traceability of data allows companies to accommodate the market demands, where increasing precision and rigour in the processing of products is required, and also provides a wealth of information according to which development plans and projects can be built.

Another aspect to take into consideration is that the fork-lift truck transit areas are extremely dangerous for anyone needing to work there. In some cases, the fork-lift truck operators themselves are asked to work in critical conditions, such as inside refrigerated areas or areas exposed to potentially toxic substances.

In all these cases, the machines, or automatically-operated shuttles, can perform the same tasks and sometimes even more efficiently than human operators, while at the same time guaranteeing maximum safety and a considerable reduction in hazardous situations.



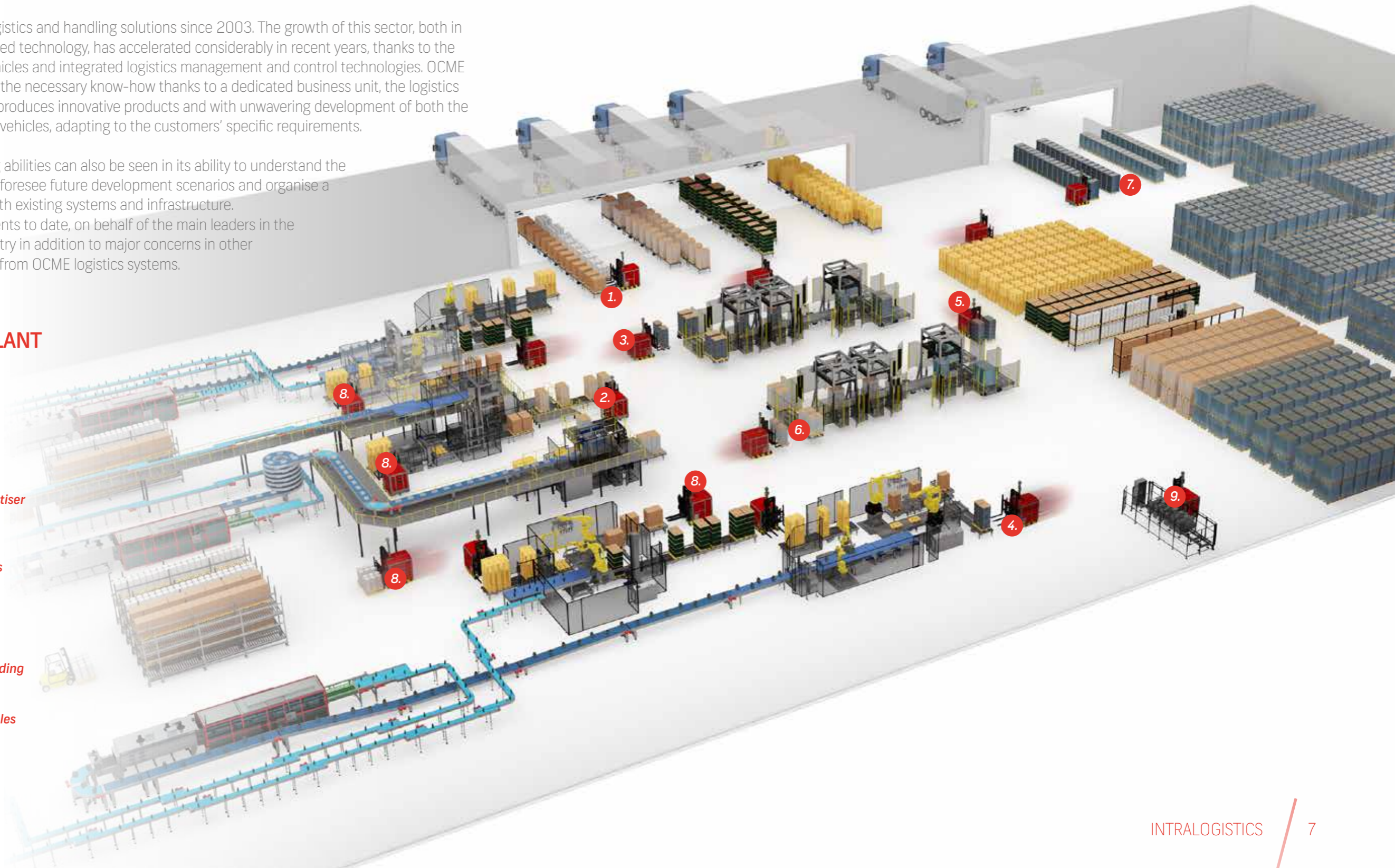
# PLANT LOGICS AND AUTOMATED VEHICLES: THE OCME VIEW OF INTERNAL LOGISTICS

OCME has developed internal logistics and handling solutions since 2003. The growth of this sector, both in terms of turnover as well as applied technology, has accelerated considerably in recent years, thanks to the development of laser-guided vehicles and integrated logistics management and control technologies. OCME has met this need by developing the necessary know-how thanks to a dedicated business unit, the logistics systems unit, which studies and produces innovative products and with unwavering development of both the system control software and the vehicles, adapting to the customers' specific requirements.

OCME's outstanding engineering abilities can also be seen in its ability to understand the customer's actual requirements, foresee future development scenarios and organise a complex project that interacts with existing systems and infrastructure. This is testified by our achievements to date, on behalf of the main leaders in the beverages, tissue and food industry in addition to major concerns in other industries, which have benefited from OCME logistics systems.

## TYPICAL BEVERAGE PLANT

1. Picking of loose product pallet from storage area
2. Dropping of loose product pallet onto the depalletiser
3. Dropping of pallets from the palletiser
4. Picking of pallets with product
5. Picking of wrapped pallet towards the warehouse
6. Picking of pallets wrapped by wrapping machine
7. Warehouse management and feeding of truck loading bays
8. Feeding and picking of consumables (partitions, pallets, reels)
9. Automatic battery charger



# HANDLING WITH AUTOMATED GUIDED VEHICLES: TECHNOLOGIES COMPARED

The acronym AGV (Automated Guided Vehicle) is normally used to identify all vehicles capable of moving and performing specific tasks without needing an operator. Various types of AGVs are used in manufacturing companies in all commodities sectors for conveying all sorts of products. The tasks an AGV can perform are practically the same as those normally attributed to a fork-lift truck operated by a human. Various guiding technologies are currently available for AGVs:

## LASER GUIDED VEHICLES (LGV)

LASER GUIDED VEHICLES OFFER PRECISION, OPERATING FLEXIBILITY AND SPEED THANKS TO VARIOUS FACTORS.

The position of the vehicle is constantly calculated; a laser sensor fitted on board is capable of determining the position of the shuttle with a margin of error of just a few millimetres,

simply by reading 3 reflectors located on the walls.

LGVs are free to move at high speed as they are not limited to structures secured to the floor and any variations to the path required can be made via software. LGVs normally have a greater tolerance to irregularities on the floor.

Technologies compared	Wire guided	Magnetic	Gyroscopic	Naturally Driven	Laser guided
Impact on existing structures	-	=	=	+	+
Sensitivity to the quality of the floor	=	-	-	+	+
Precision of movement	+	-	=	=	+
Speed of movement	-	-	=	=	+
Subsequent modifications	-	-	-	+	+
Initial cost	+	+	=	=	-
Vehicle maintenance costs	=	=	-	=	=
Plant maintenance costs	-	=	=	+	+
Continuous position control	+	-	=	+	+
Safety of movements	+	-	=	=	+
Smoothness of movements	+	-	=	=	+
Product stability	+	-	=	+	+

+ positive = neutral -negative

The OCME production schedule in the logistics and handling sector includes:

- / Integrated management and supervision systems
- / Auriga laser guided shuttles LGV
- / Vehicles on tracks
- / Conveyor lines



# THE OCME NETWORK

OCME'S SOLUTION FOR START- AND END-OF-LINE LOGISTICS CONSISTS OF A TESTED AND EXTREMELY RELIABLE SYSTEM FOR SHARING INFORMATION IN REAL TIME AMONG ALL THE ENTITIES IN THE PRODUCTION PLANT.

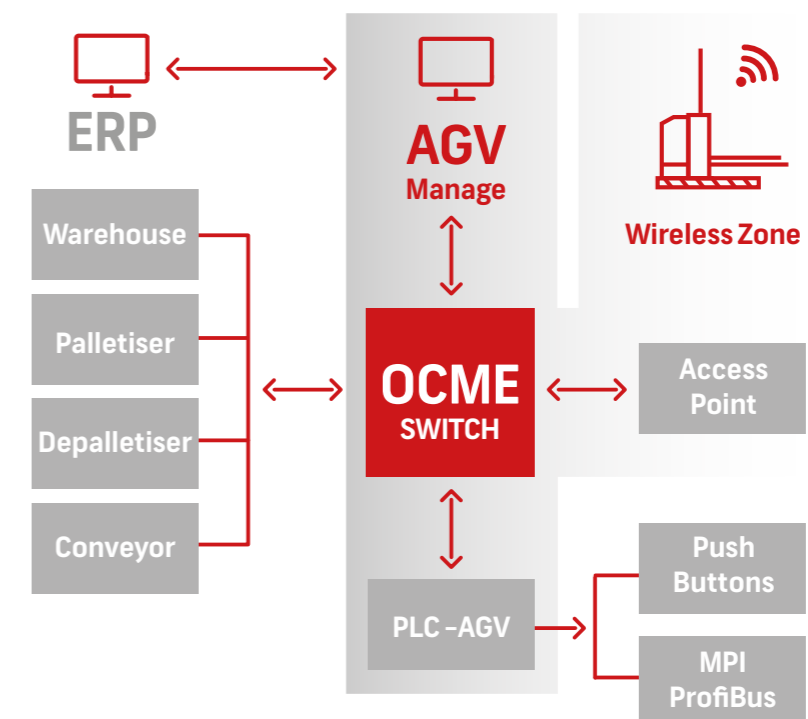
The Ethernet network used for the systems designed by OCME is designed by highly qualified specialised technicians, capable of guaranteeing perfect operation and maximum availability of the infrastructure. The network, which is part wired, and part wireless, is designed for the LGVs to liaise with the central traffic management system and concurrently assess the requests originating from the operators (via normal handheld devices), from palletisers/depalletisers or in general from any other plant, irrespective of the language and of the communication protocol used.

## OBJECTIVE TRACEABILITY

CERTAIN CRUCIAL ASPECTS ARE BECOMING INCREASINGLY IMPORTANT IN MODERN LOGISTICS: THE TRACEABILITY OF THE PRODUCT, THE SUPERVISION OF THE ENTIRE HANDLING PROCESS.

As regards the first aspect, traceability, OCME makes it possible to keep a log of each product processed in order to rebuild its history, its path and any other information deemed necessary. This makes it possible to know in real time codes, location and quantity and, lastly, to achieve the total traceability of the batches produced and already shipped. This integrated approach to the traceability problem also makes it possible to guarantee the efficient turnover of all

consumables, eliminating any lost material and reorganising the warehouse automatically to optimise the space. Such a perfectly traced system becomes extremely simple to control, making it possible to measure its efficiency and also optimise it. Every point, every entity, every device is therefore analysed by the system to assess weaknesses which could jeopardise the overall efficiency of the production chain. This also makes it possible to obtain updated statistics on the production of a particular line or of a given product. Thanks to the shipping reports, the need to fill in delivery notes by operators is eliminated.



# THE SUPERVISOR

THE HEART AND MIND OF OCME'S SYSTEM  
LIE IN THE SUPERVISION SYSTEM (AGV MANAGER).

The supervision system is designed to manage missions, criteria for the dynamic allocation of vehicles. It is interconnected with the other company devices, such as PC, PLC, database and ERP systems its purpose is to define, monitor, forecast and archive all the information relating to the logistics system devices, especially Auriga laser guided shuttles. Thanks to an entirely visual interface, an overall representation of the plant can be seen with the location of the shuttles and the related load. The status of every vehicle can be seen in order to check its operating parameters.

## TRAFFIC MANAGER

THE PURPOSE OF THE TRAFFIC MANAGER IS TO MANAGE COMMUNICATIONS FROM AND TO THE LASER GUIDED SHUTTLES.

This occurs via radio along normal standard wireless networks on the UDP protocol. The traffic manager is designed to manage a fleet of vehicles simultaneously. One of the specific tasks of this system is to define the priorities, tasks and stops, vehicle by vehicle. Using the Traffic Manager OCME can assess together with the customer any possible plant critical issues in advance.

## SIMULATION SOFTWARE

EVEN BEFORE REACHING THE OPERATING PHASE, EVERY LOGISTICS INTEGRATION PROJECT IS ASSESSED AND ANALYSED IN ADVANCE.

Thanks to sophisticated software, which has been entirely developed by OCME, an extremely accurate forecast can be made as to which requisites and critical issues the new plant will have, depending on the variables defined.

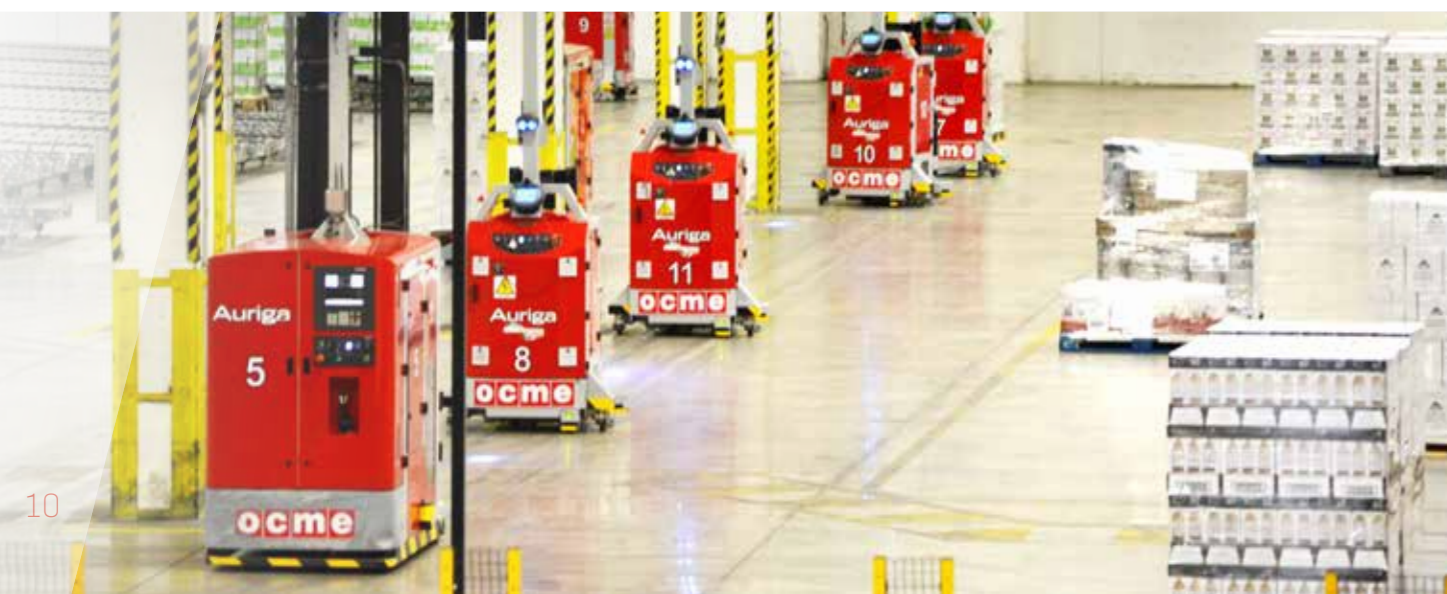
The simulation occurs through a graphic interface that displays the layout of the plant where the vehicles move around and behave as if in real life.

This way, the workloads can be defined in advance, and the exact requirements of each vehicle can be determined. This service is extremely important because it makes it possible to obtain a configuration of the logistics system that actually complies with the company's requirements and makes it possible to assess in advance any possible overloads or weaknesses in order to intervene before the problem actually arises.

## USER INTERFACE

The operator can interact with the LGV system in multiple ways:

- / Push-button panels
- / PDA
- / Display
- / On-board monitor
- / Printers

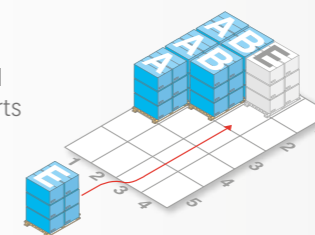


# WAREHOUSE MANAGEMENT (WMS)

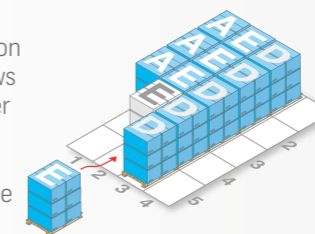
Integrated warehouse management is obtained thanks to algorithms which are capable of making the correct choices to exploit all the available space.

The AGV Manager guides the vehicles on specific missions based on the load they need to drop or load according to various parameters, such as:

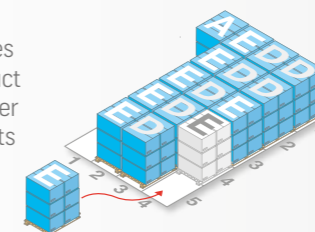
1. Maximum space availability: If only two out of four rows available are already occupied with products, the system starts a new row with the product.



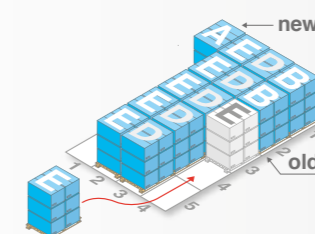
2. High availability and presence of products of the same type on the lay-by: If there are two rows assigned to products; a further row has already been started but there is space available and the system uses it until the space runs out.



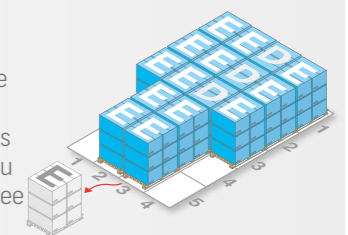
3. High space availability: If the product entirely occupies a row used by the same product and the system creates another hybrid row where new products can be placed.



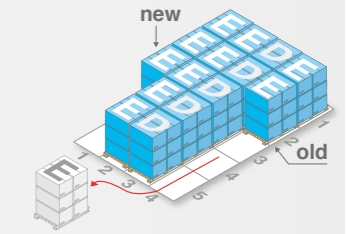
4. Choices depending on the storage date: If the product is already present and occupies an entire row and two rows are available but they have products stored on different dates, but in no row is it near the product to be dropped; it is dropped in the row where the existing product has been stored for the longest.



5. Choice between four possibilities: If the product is available at the start of the four rows and the row in which the product blocks the others, the system gives you the possibility of choosing to free up the mixed row first.



6. Choice depending on the storage date: If the product is available at the start of three rows which differ in storage date the product with the oldest storage date is picked.



7. Recovery of a product not available at the start of the row: If the product is available, but other products blocking access to it need to be repositioned, the system repositions the products based on the algorithms used in recovery until the first product becomes accessible.



8. Compacting (or de-compacting using opposite movements) of a row: If the operator wishes to compact one or more rows to recover the empty rows in the warehouse, the system puts the first two products of one type in line and subsequently a third one from other rows in order to free up two rows.



The vehicles with conveyors, based on the requirements of the load to be handled, can be fitted with rollers, chains or belts.

# OCME LGV COMPONENTS

The design of Auriga vehicles was also rationalised as regards the use of widely-available mechanical and electrical components.

We have used components that are normally available from suppliers of standard fork-lift trucks (e.g. drive wheel, lifting system and hydraulic control unit).

Auriga shuttles are made to limit any issues with the management of spare parts on the part of the customer. All the electrical components are widely available on the market. This way, even emergency repairs can be carried out by the customer directly.

## 1. DRIVE WHEEL

**THE DRIVE WHEEL IS THE DEVICE WHICH SHUTTLES USE FOR TRACTION AND FOR STEERING.**

It is on the quality of this component that the precision of movements and the maintenance required for its operation depend. Auriga shuttles offer extremely limited maintenance as both the steering and the traction drive work without brushes.



## 2. LOAD STABILISER

**BOTH VEHICLES FOR HANDLING AND THOSE FOR LIFTING CAN BE FITTED WITH A LOAD STABILISER**



## 3. DOOR SENSOR

**A SPECIAL SENSOR IS FITTED ONTO AURIGA VEHICLES**

to check the opening of automatic doors if any are present in the production plants.



## 4. SPOT LIGHT

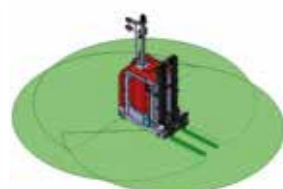
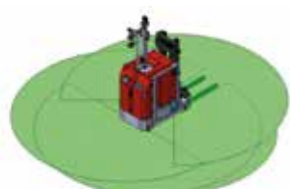
**BLUE LIGHT SIGNAL LAMP**

in order to signal the direction the shuttle is moving in to any pedestrians on its route, all shuttles are fitted with this light.



## 6. STANDARD SAFETY SCANNER

detects the proximity of objects or people, immediately stopping the vehicle in the presence of any obstacles.



## 7. SUSPENDED LOAD DETECTION

optional sensors to detect doors and/or suspended objects in the production plant.



## 8. SIDE OBSTACLE DETECTION

sensors to detect objects or people in the immediate vicinity of the vehicle.

1. Drive wheel
2. Load stabiliser
3. Door sensor
4. Spot light
5. Vehicle batteries
6. Standard safety scanner
7. Suspended load detection
8. Side obstacle detection
9. Emergency stop
10. User interface
11. Wireless workgroup



# AURIGA, THE LASER GUIDED SHUTTLE ACCORDING TO OCME

OCME offers an extensive range of laser guided vehicles fitted with a highly reliable guiding and correction system that concurrently offers easy implementation and operating flexibility.

Laser guided technology envisages the use of reflective mirrors to be positioned in the rooms where the shuttles travel in order to provide a reference orientation grid. In fact, no fixed or mobile structure needs to be installed on the ground to use this type of vehicle, thereby doing away with the need for any intervention or additional construction works.

Any modifications to the layout of the production department do not entail structural modifications, but merely a software amendment; in fact, the vehicles are designed to accept the new routes and new orders originating from the control system.

Unlike other rigid guiding systems, automatic laser guided shuttles have the ability to determine automatically the best route to complete their assigned mission, and they are aware of the location of all the other vehicles in the fleet in order to avoid collisions. A suitable number of sensors and the specific logic of the control software make sure the shuttles move around safety, adapting to any structural obstacles present in the areas where they travel.

## THE AURIGA RANGE

THE AURIGA RANGE OF LASER GUIDED SHUTTLES CONSISTS OF STANDARD VEHICLES WITH CAPACITY OF BETWEEN 800 AND 6,000 KG.

Two main variants are available: lifting vehicles, with the same functions as traditional fork-lift trucks, and conveyor vehicles whose main task is to tranship products. Multiple options make it possible to create vehicles that fully comply with the

specific requirements of each company, both in terms of load capacity and versatility.

Equipment is available for lifting vehicles designed to handle individual pallets and up to eight pallets simultaneously.

The forks can be short, long or telescopic with fixed or variable geometry depending on the type of load processed.

To increase the capacity of the standard vehicles, stabiliser attachments can be added.



## AURIGA PS

Auriga PS is an automatic laser guided vehicle with coated forks. When the forks are in the lowered position, they cover the rear wheels, like an electric transpallet. Owing to the position of the wheels with respect to the load carried, the PS model is capable of handling up to 1500 kg, while remaining compact in size. Auriga PS is therefore ideal for operating in narrow spaces, for instance in the middle of production lines or in warehouses.

## AURIGA Z

AURIGA Z are fork vehicles fitted with stabilisers to increase their capacity without using bulky mechanical structures. These models are designed to handle all product types. From the classic Auriga 25 Z to carry two pallets at a time or a horizontal reel, up to the biggest model, 60 Z to carry heavy loads of up to 6000 kg.

## AURIGA CT

AURIGA CT are vehicles with counterbalanced forks. These LGVs are designed to handle all product types. The Auriga CT line of machines ranges from the smallest model, Auriga 8CT, which is suitable for travelling in small spaces and has a capacity of 800 kg, to much bigger models, such as the Auriga 45 CT, which is used to convey 3 pallets and has a maximum capacity of 4,500 kg.

## AURIGA C

Auriga C vehicles are equipped with chain conveyors, rollers or rubberised belts. These models are designed to handle the product from conveyor to conveyor. The Auriga C line ranges from the Auriga C1 for conveying a single pallet, to the biggest model, the Auriga C4, for conveying 4 pallets simultaneously.

## SPECIAL VEHICLES:

One of the special features of OCME is that the company creates solutions according to the applications required by the customer:

### 1. COUNTERBALANCED VEHICLE FOR HANDLING AGRICULTURAL TYRES

Fitted with a gripper with 3 mobile arms that open and close to pick up agricultural tyres horizontally without damaging them. The sensors also make pick-up possible even without the information about the inside and outside diameter of the tyre.

### 3. VEHICLE FOR REEL CONVEYOR AT CUTTER OUTFEED

Thanks to a device with mobile forks and a bearing-supported floating platform, the sliced reels can be removed from the cutter pole without deforming it, ensuring the stability of the product during handling.

**2. COUNTERBALANCED VEHICLE FOR REEL CONVEYOR** The vehicle is equipped with a gripper and is designed for lifting and handling reels from the tissue industry using a pneumatic gripper.

**4. TRAY HANDLING VEHICLE** Designed for a household appliance manufacturer, the vehicle features a polystyrene packaging base and is handled inside the kitchen assembly process.

Part of the OCME production plant dedicated to the assembly and test area for LGV vehicles



# VEHICLE AUTONOMY

Auriga vehicles can be fitted with various types of battery, to be defined according to the plant characteristics, to the type of load and to the vehicle maintenance management requirements.

A vital aspect for the size of the plant is the choice of charging system to be used: the efficiency, charging times and the level of automation are important factors to take into account during the overall evaluation of the entire system.

## Battery replacement or charging systems.

The battery replacement or charging system is designed to guarantee the wide autonomy for Auriga vehicles. There are three types: ad hoc charging, semi/automatic battery replacement or automatic battery replacement. Every vehicle has a charge indicator on-board managed by the microprocessor that liaises with the AGV Manager, keeping it constantly updated as to the status of the charge and consequently the need to refuel.

## Ad hoc charging.

Particularly suitable in places where its use is not continuous, this system sends vehicles to a charging station during periods of inactivity. It does not require the presence of an operator and it is fully automatic.

## Semi/automatic battery replacement.

The AGV Manager directs the vehicle with the low battery to a battery replacement station and simultaneously notifies an operator. Replacement requires an average of between 3 and 5 minutes and does not require the use of fork-lift trucks and travelling cranes.

## Automatic battery replacement.

When the vehicle battery needs replacing, the AGV Manager directs it towards the battery replacement station where replacement is fully automatic. This solution is particularly recommended in installations which have a large number of vehicles and continuous production cycles.

# TECH LAB

We look after your products here at OCME.

Thanks to TECHLAB®, which can be found in many of our offices, we can provide precious advice on both the most appropriate palletising scheme for the pack to convey and also on the best packaging method to keep the product intact all the way to the consumer.

This is outstanding added value for our customers, allowing them to experience first-hand palletising, packaging and load stability solutions, and to recognise OCME as the ideal partner to achieve the two primary goals of every company: cutting production costs and optimising efficiency.

TECHLAB® also boast cutting-edge multimedia technology which is used to perform tests and run remote demonstrations anywhere in the world, without the need for the customers physically to move.

## LABORATORY FOR RESEARCH AND OPTIMISING THE STABILISATION CYCLE OF PALLETISED LOADS

The wrapping technology must ensure product stability while minimising the amount of plastic material used to this end, and this translates to a dual advantage:

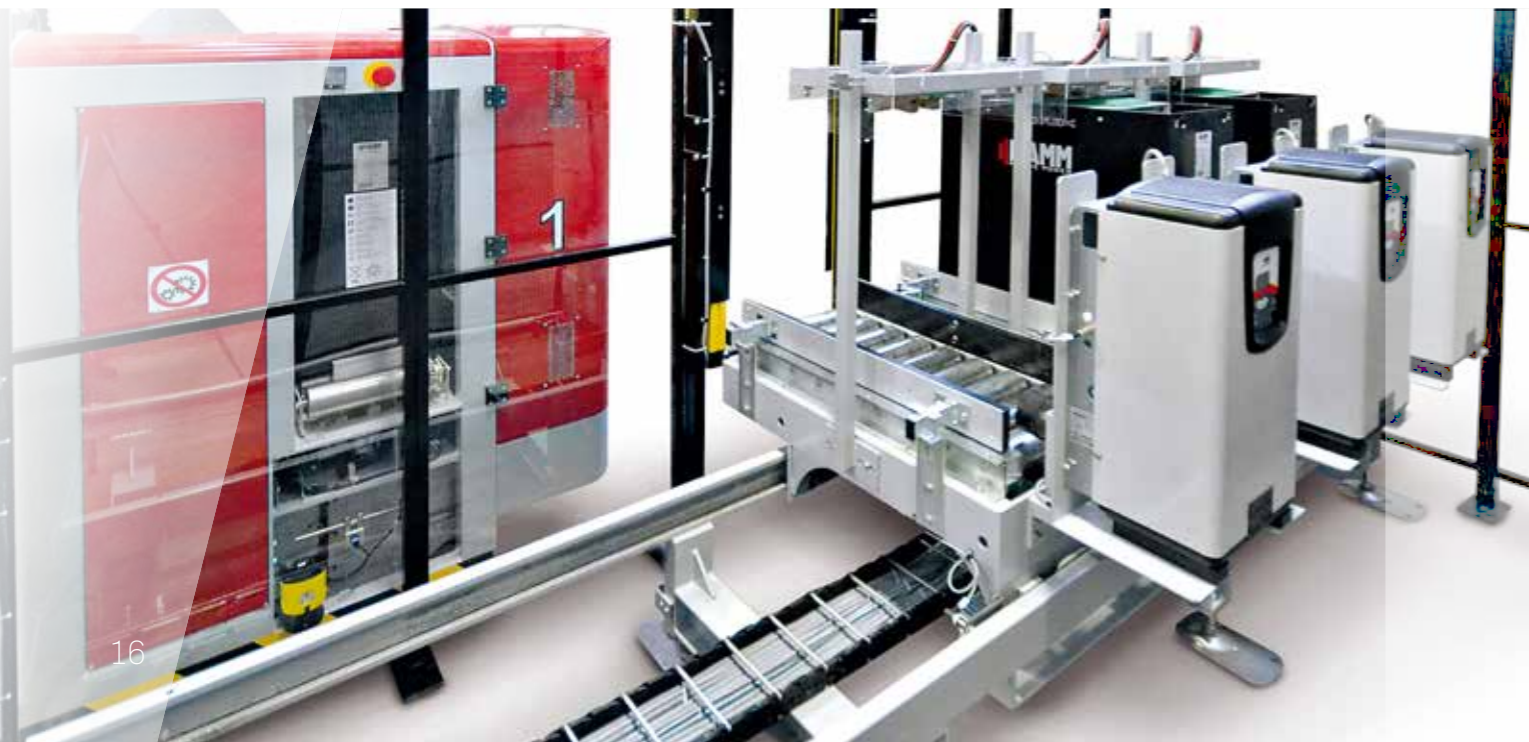
- saving on consumables
- smaller environmental impact.

These are the market requirements which TECH LAB™ accommodate.

In this area which spans more than 200 square metres, skills and energies are pooled into the research and development of the best solutions for end-of-line packaging; thanks to production machines, test machines and ad hoc instruments, the film is identified and the load stabilisation is optimised and customised for the customer's specific product.

As a member of EUMOS - European safe logistics association, Robopac is the only shrink-wrap machine manufacturer capable of certifying according to European Directives. EUMOS is a European association of experts in conveyor safety experts that encourages

- the development of top quality practices and standards, on the subject of load fixing and conveyor safety
  - the integration of EU regulations on the subject of load fixing
  - the development of European criteria for training on the subject of load fixing and conveyor safety
  - participation in the drafting of European control criteria on the correct fixing of loads
  - sharing and accessibility of notions relating to fixing loads
- EUMOS places particular focus on conveyor packaging, storage and loading operations, load safety and stability inspection methods.



# CUSTOMER SERVICE



With OCME's service solutions, an investment is made in long-term performance. OCME offers an extensive range of customer-focused services, based on assistance and after-sales support for the machine.

We provide several services, such as local or remote technical support through the use of the most modern technologies, the supply of spare parts, the installation of updates, maintenance contracts and more. Everything is devised with the aim of meeting the needs of our customers and building a lasting relationship, based on mutual trust and cooperation. Reactivity, proactiveness and proximity are some of the values we believe in, some of the principles we follow to accomplish our mission to the best of our abilities and reach our objectives.

## Field support

OCME can rely on a network of technicians situated across the world, ensuring your machines continue to work, and that production is optimal at all times. Field support includes several activities, such as diagnostics visits and reports, scheduled maintenance, servicing, installing updates and emergency intervention for problem-solving. Through the direct analysis of the machine, the OCME technician will also be able to recommend the most appropriate upgrades and services for your plant. As soon as we receive a request from a customer, we select the most appropriate technician, taking into consideration the machine family and the activity to be performed on site.

## Sophisticated IT solutions

We have devised a series of technologically advanced systems and services to put at your disposal, which envisage cooperation between customers and OCME technicians. Thanks to our 24/7 service and with the aid of wearable devices (wearable devices for remote visual support) you will have the opportunity to link up directly with our expert technicians, who are available 24/7, in the event of a problem during production (paid service).

One of our IT solutions is the "MyOCME" App. This new App will grant you access to OCME services quickly and in a revolutionary manner, simply using your smartphone. The App will allow you to open Emergency Tickets relating to machines covered by a contract by means of an interactive channel that will further improve communication with our technicians and with the remote support service. "My OCME" not only allows us to digitise some existing procedures, but also to include certain new features, such as: addressing and improving information about OCME services to our customers, speeding up requests for technical support in the case of problems on our plants, provide all useful information about the services included in the "Service Contract" (SLA, list of machines, handling of emergency tickets, etc.).



## Upgrades and Spare Parts

As an original equipment manufacturer, we know exactly what your production line needs to get optimum, constant results. Our specialised technicians analyse and test each and every part before delivery on time. Once the request has been received from a customer, a feasibility study is opened on the machine involved. The engineering department develops the request and offers the best solution, making use of cutting-edge materials and technologies.

## Training

OCME offers consulting programs that aim towards transferring and sharing our experience and our technical expertise. This way, you'll be able to get the most out of your machine, achieve safe production and optimise machine performance long-term. Each training program can be customised to suit your particular requirements. The aim of the course is to train your personnel on the method of intervention to guarantee machine operation with outstanding quality standards, taking into account the efficiency of production and basic compliance with prevention and safety procedures. This coaching phase helps maintain a high level of efficiency and productivity for your machine. These programs will allow your staff to solve problems autonomously, to improve results and achieve the success your company deserves.

## Maintenance contract

The maintenance contract is another great feature for your peace of mind! Rely on our experience to anticipate any possible problems, as well as on our prompt response times for impeccable service. The services we offer are designed according to a strategy that aims to provide added value to our customers' machines and plants over the years (TCO), to keep a trust-based cooperative relationship with our Customers, to prevent causes for malfunctioning and quickly solve any critical issues that may arise. The maintenance contracts are offered to Customers in a modular and flexible form, in order to put together an effective offering that is capable of accommodating the specific requirements of the Customer.





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