

EMPOWER

Fashion

Get the highest uptime on the market for your **cutting room operations**



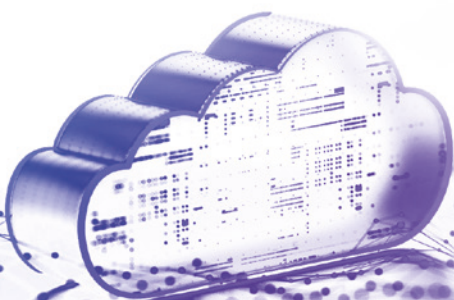
Now you can **guarantee uptime** for your **connected equipment** with a comprehensive plan.

Empower Fashion is Lectra's newest maintenance contract and the latest demonstration of our commitment to customer success. By enabling the **best uptime on the market** and uncompromised capacity for the complete cutting room, Empower Fashion gives **customers the peace of mind to focus on core business and meet deadlines.**

Empower Fashion marks an industry first with a contractual guarantee of uptime for connected equipment through a Service Level Agreement (SLA). In the event agreed uptime is not met, customers are entitled to receive contractually guaranteed compensation.

The new offering represents a major leap forward for **Industry 4.0-enabled cutting operations** and a contributing factor to overall performance. The Empower Fashion maintenance contract takes advantage of the latest Industry 4.0 technologies, ensuring solutions always remain on the cutting edge. Empower Fashion coverage comes bundled with new subscriptions to Valia Fashion Manufacturing and Valia Fashion Equipment.

What's more, the extended lifespan of Lectra equipment and remote troubleshooting contribute to **sustainable cutting room practices**, supported by **fully integrated equipment, software and services.**



The Empower Fashion maintenance contract

takes advantage of the latest Industry 4.0 technologies, ensuring solutions always **remain on the cutting edge.**



Peace of mind

Get the highest uptime on the market for your cutting room equipment

- **Benefit from a constant level of cutting room uptime** guaranteed by your Empower Fashion Service Level Agreement (SLA).
- **Ensure optimal performance of your Cutting Room 4.0** with coverage of all equipment—including spreaders, plotters and cutters. Empower Fashion coverage includes regular equipment audits and inspections to diagnose malfunctions and implement corrective actions.
- **Keep your cutting room running optimally** by turning to the expertise of Lectra for comprehensive maintenance and expert support in the event of repairs. Our advanced maintenance services feature a cloud-based application providing a consolidated view of regularly scheduled equipment maintenance. Smart services include continuous monitoring to detect defects, abnormal functioning and/or inefficient usage, with automatic customer notification for urgent repair.
- **Secure data flows** between your cutting room and outside sources with Lectra Edge IoT.
- **Get the most out of your Lectra cutting room solutions and services** with continuous improvement and regular upgrades.
- **Honor your delivery deadlines** with full confidence, with a guaranteed response by Lectra to breakdowns and production stoppages. Customers benefit from a guaranteed call-back time of 4 hours as of the initial call. Lectra undertakes to dispatch a technical expert to customer premises within a maximum time period of 16 working hours.



Cost control

Say good-bye to unforeseen events and costs

- **Receive contractually guaranteed compensation** in the event agreed uptime is not met.
- **Control costs with comprehensive maintenance coverage** for each piece of equipment running in your cutting room.
- **Benefit from flexible cutting time capacity** transferable from one cutting line to another.
- **Align cutting room performance and business goals** with Customer Success reviews and advisory.
- **Get the most from your investment** with optimal functioning throughout the life of your equipment.



Sustainability

Embrace environmentally and socially responsible practices

- **Extend the life of your equipment** with expert technical services and the high quality of genuine Lectra replacement parts.
- **Reduce your carbon footprint with** remote support that enables up to 90% of incidents to be resolved remotely for the latest generations of Lectra cutting equipment.
- **Prevent waste and re-cuts** with properly maintained cutting equipment.
- **Give operators the means to work more autonomously** with access to Lectra's knowledge base and digital tools.



Simplicity

Uncomplicate contract management across your organization

- **Manage a single contract** per production site.
- **Benefit on request from personalized advisory and follow-up** of your cutting room performance by a Customer Success Manager (CSM).
- **Choose your cutting room service level** together with Lectra.
- **Centralize maintenance contract management** to monitor and improve your cutting room performance.
- **Put useful information at operators' fingertips** with easy access to the solution knowledge base to gain autonomy. Coverage includes self-service access to online content and user documentation, and a secure dedicated digital interface with the Lectra Expertise Center.
- **Benefit from easy access to Lectra experts and solution specialists** through dedicated channels to remotely diagnose and effectively resolve equipment anomalies or malfunctions.

Empower Fashion ensures optimal performance of your **Cutting Room 4.0** with coverage of all equipment.

VALIA
Fashion

Cloud-based solution

EMPOWER
Fashion

MAINTENANCE CONTRACT



Cutting Equipment

Plotter

Spreader

↓
Cut parts



Services included with Empower Fashion maintenance contracts

Find the right Empower Fashion Service Level Agreement (SLA) for your cutting room needs.

	Empower Fashion Secure SLA	Empower Fashion Accelerate SLA	Empower Fashion Excel SLA	Equipment covered
Guarantees				
Guaranteed uptime		up to 95%*	up to 98%*	Connected cutters only***
Services included				
Call-back time	within 4 hours**	within 4 hours**	within 4 hours**	All plotters, spreaders, cutters
On-site support (inclusive of labor)		✓	✓	All plotters, spreaders, cutters
Online support	✓	✓	✓	All plotters, spreaders, cutters
Preventive maintenance	✓	✓	✓	All plotters, spreaders, cutters
Predictive maintenance	✓	✓	✓	Connected cutters only***
Software upgrades	✓	✓	✓	All plotters, spreaders, cutters
Replacement parts			✓	All plotters, spreaders, cutters
MyLectra customer portal	✓	✓	✓	All plotters, spreaders, cutters

*The guaranteed uptime may vary depending on the model of the cutting equipment and its age.

**Expertise Center opening hours

***Vector models M55/M88, MH/MH5/MH8, IH5/IH8, FP/FX, MX/MX9, Q2, Q25/Q50/Q80, iQ50/iQ80, iX, iX2, iX2M, iX6/iX9, iP6, IC70, Virga Fashion, Gerber Atria, Gerber Paragon, Gerber ZI

About Lectra

At Lectra, we pave a new way forward in an ever-changing fashion industry. Our industrial intelligence solutions improve and bridge the core processes within the fashion lifecycle: create, manufacture and market. We offer the broadest range of solutions, backed with expert services, to meet the unique needs of each fashion business. By leveraging fashion-specific data with Artificial Intelligence and other Industry 4.0 technologies, we enable real-time insights, data-driven decision-making and optimum collaboration to harmonize your workflow from design to supply. Our solutions ensure traceability and minimal waste for greater sustainability.

With Lectra, you can easily react to your customer demand and achieve durable growth in a challenging market.

We light the way so that you can lead with style.

