Frequently Asked Questions

Learn more about SmartScale and our program qualifications.

1. How do I know if SmartScale is right for my company?

SmartScale is designed to help Southern Ontario SME manufacturers seeking to improve productivity, strengthen competitiveness or modernize operations. The program may be a good fit if your organization is impacted by tariffs and looking to:

- Explore automation or digital technologies
- Improve operational performance
- Reduce costs and increase efficiency
- Address labour or capacity constraints
- Strengthen supply chain resilience
- Evaluate manufacturing modernization investments with greater confidence before proceeding

If your organization has identified potential opportunities for improvement and is ready to move toward implementation, SmartScale may be able to help.

2. What types of projects are a good fit?

SmartScale supports modernization initiatives that deliver measurable business outcomes and help SMEs improve productivity, competitiveness and resilience. Projects should focus on clear operational improvements and measurable business results.

Potential areas include industrial automation, digital quality and inspection, connected manufacturing, and digital systems and analytics.

MODERNIZATION FOCUS	POTENTIAL TECHNOLOGY SOLUTIONS
Industrial Automation	Robotics, machine tending, material handling and process automation
Digital Quality and Inspection	Machine vision, AI-enabled inspection and defect detection technologies
Connected Manufacturing	Industrial IoT, machine monitoring and real-time production visibility solutions
Digital Systems and Analytics	Manufacturing execution systems (MES), production planning, scheduling and decision-support tools

3. Can SmartScale help if we already have a project in mind?

Yes! Many SMEs come to SmartScale with a specific opportunity, technology or modernization initiative already identified. We can help validate assumptions, strengthen business cases, reduce implementation risk and access the expertise and support required to move projects forward successfully.

Whether you're exploring an idea, evaluating vendor proposals or preparing to implement a solution, SmartScale may be able to help.

4. What makes SmartScale different from hiring a consultant or working directly with a technology vendor?

SmartScale is *practical*. REMAP is a trusted and experienced delivery partner that helps you select, pilot and optimize the right-sized technology solution for your specific need. We support you at every step of the journey to help ensure the solution works, is successfully adopted and is sustainable over time.

Our phased program and team of experts help you make informed modernization decisions and successfully implement improvements. SmartScale brings together public investment, expert partners and structured support to help manufacturers evaluate opportunities, reduce risk and move projects forward with confidence.

The program is built around successful outcomes, with support that extends beyond recommendations and technology introductions to implementation and adoption.

5. What level of commitment is required from participating SMEs?

Successful projects require active participation from SMEs. Participating organizations are expected to:

- Identify an internal project lead or champion
- Provide operational and technical input
- Participate in project planning and implementation activities
- Contribute a portion of project costs
- Support performance measurement and outcome tracking

The level of commitment will vary depending on project scope and complexity.

6. What kind of public investment support is available for SmartScale projects?

SmartScale uses a collaborative investment model that combines manufacturer contributions with a federal investment through RTRI, expert resources and implementation support. This approach helps expand the overall value of a project while reducing the financial burden on participating manufacturers.

Depending on project scope and eligibility, participating organizations may benefit from **up to 4:1 project leverage**, providing access to additional expertise, resources and implementation support that may not otherwise be available to your organization.

7. How does SmartScale help reduce project risk?

Many modernization projects fail to achieve expected results because organizations are forced to make decisions with limited information, competing priorities or insufficient implementation support. SmartScale helps reduce risk by providing access to:

- Experienced manufacturing experts
- Specialized technology and implementation partners
- Structured project support
- Business case development and validation
- Performance measurement and outcome tracking

The goal is to help manufacturers make better-informed decisions and improve the likelihood of successful implementation. At its core, SmartScale helps SMEs validate before they invest, reducing uncertainty and helping organizations move forward with greater confidence.

8. What types of SMEs are eligible?

SmartScale supports Southern Ontario-based SMEs that are experiencing tariff-related pressures and are seeking to improve productivity, competitiveness or operational resilience.

Priority may be given to organizations and projects that demonstrate:

- Clear business need
- Strong potential for measurable impact
- Readiness to move forward
- Alignment with program objectives

Specific eligibility requirements are outlined in the application form.

9. Why is REMAP delivering SmartScale?

For more than a decade, REMAP has helped Canadian manufacturers improve productivity, strengthen competitiveness and accelerate innovation.

Through a national ecosystem of industry experts, technology providers, researchers and implementation partners, REMAP helps manufacturers access the expertise and resources required to successfully modernize operations.

Together, our network has:

- Leveraged $55M+ in public and private investment
- Supported 45+ industry-led projects
- Generated $250M+ in follow-on investment
- Collaborated with 800+ industry, academic and ecosystem stakeholders
- Enabled 150+ SME modernization efforts

This experience and network form the foundation of SmartScale and position REMAP as a capable delivery partner.

10. How do I apply?

SME manufacturers interested in participating can complete the SmartScale application form. Applications are reviewed based on project fit, readiness and potential business impact.

Program capacity is limited. SMEs are encouraged to apply as early as possible.

For application information, contact info@remapnetwork.org or visit remapnetwork.org.