

FIELD SUPPORT

+ Regional Technical Support

Our comprehensive range of support services include the following:

- + 24-hour telephone support
- + Emergency callout support (UK and worldwide)
- + Installation and commissioning
- + Tailored healthcare packages
- + Bespoke support contracts to the business or process needs
- + Dedicated offshore qualified support engineers
- + Product spares and repair service
- + Spares management
- + Third party equipment support and management
- + System audits and updates
- + Simulation systems
- + Classroom and e-learning training
- + Preventative maintenance
- + Emergency action planning
- + Obsolescence management



SERVICE, SUPPORT, AND ASSET MANAGEMENT

Through many years of experience, Sensia has built up a range of support services that are second to none. This experience has led us to understand the needs and requirements that customers have when it comes to supporting business, process, safety, or mission critical applications on both Sensia's own systems and third-party systems or equipment. Our Regional Technical Services (RTS) organisation is focused on attaining the highest possible availability and reliability for our customer's installed base, wherever they are installed.

Through these services, we can provide customers with a highly cost effective, integrated approach to the complete service support and asset management delivery.

All our offshore-qualified support engineers have many years of experience in the support of systems that are critical to business and process. When you choose us to provide support for your application, you can be safe in the knowledge that our engineers understand the need for fast and effective support services.

This is all backed up by in-house engineering and project management staff so that whatever the problem, location, or time, Sensia support services are there for you.

INSTALLATION AND COMMISSIONING

Sensia offers an extensive range of installation and commissioning services, which extend to all aspects of hardware and software and also include third-party products, if required. These services are all supported by our in-house engineering and project management staff to ensure that the industry standards and procedures are met until handover to the certified authorities and end users.

HOT-CHANGEOUT SPECIALISTS

We recognise the importance of maintaining system integrity and plant production during modifications and upgrade periods. The experience of numerous successful control system change outs means we can provide a hot-changeout approach, which will achieve greater process uptime for the end user. Our engineers have a wealth of knowledge and the experience required in implementing and maintaining control and safety systems.

24-HOUR TELEPHONE SUPPORT

Sensia's dedicated telephone support services ensure that you have access to our qualified engineers 24 hours a day, 365 days a year, providing you with peace of mind that in the event of a problem on your equipment, support services are close at hand around the clock.

EMERGENCY ACTION PLANNING

As part of its support strategy, Sensia facilitates emergency action planning to provide clients a staged plan for problem resolution. This action plan will detail the problems encountered and the actions required to reduce the impact on operational performance. The plan will also detail actions needed to resolve the problems and provide recommendations for the prevention of future occurrences.

EMERGENCY CALLOUT SUPPORT

If the situation demands it, we can provide an engineering resource onsite within 4 to 8 hours in the UK, depending on location, and within 24 hours to most major industrial countries of the world, within a custom support contract framework.

THIRD PARTY SUPPORT

The depth and breadth of our experience enables us to offer a third-party equipment support option, either as part of an integrated package or as a stand-alone system. This management of third-party equipment extends to other critical equipment, making Sensia's support service truly all encompassing. This reduces the number of support contracts required and provides central equipment management, which saves on administration cost.

SYSTEM UPDATES

Sensia recognises that an integral part of customer support and service is the ability to provide system updates, design changes, and modifications in the most efficient and cost-effective way throughout the life of the installed system.

We first evaluate the effect of these updates, design changes, and modifications on the installation and then agree with the customer a planned method of incorporation. Whenever possible, simulation is used to test the modifications prior to their incorporation within the system. This ensures minimum onsite commissioning of the change and critically, minimum plant downtime.

MAINTENANCE MANAGEMENT AND PARTNERING

Sensia recommends standard maintenance be carried out to keep your system working to its optimum availability and reliability and subsequently adheres to the specified safety standards.

We work with our customers to create the ideal bespoke maintenance arrangement that covers the exact needs of the plant, from basic once a year health checks to permanently situated engineers within customer facilities. Sensia has the resources to accommodate all your needs.

In addition, we have formed alliances with other specialist and contracting organisations to enable us to provide you with a total maintenance and management solution if required while retaining a single point of contact and management.

PREVENTATIVE MAINTENANCE

To provide you with confidence that your system, process, or application is working to its fullest potential, Sensia offers a range of preventative maintenance routines that are designed to highlight any problems within the system before they become critical. Maintenance visits are also designed to provide clients with recommendations on system performance enhancements and measures to reduce possible downtime.

TAILORED HEALTHCARE PACKAGES

As a major systems provider, we have a resource and skill base that allows us to offer a tailored range of services that help ensure that the operation and maintenance of your system is both effective and cost efficient. This ranges from bespoke systems audits to full-time engineering presence onsite.

TRAINING

As a total systems designer, manufacturer, and integrator, Sensia can provide training courses to meet all your educational needs ensuring your personnel are fully conversant with the operation and maintenance of the system to maximise operations, safety, and efficiency.

We can provide both classroom and e-learning training.

All our courses can be customised to relate to our customers' specific installed equipment and training needs, as well as being delivered at our customer's preferred location. We recommend that all staff involved in the maintenance of our control and safety systems attend the appropriate courses.

SIMULATION/TRAINING RIGS

We can provide simulation/training rigs based on our own- or third-party products. These provide hands-on experience for new personnel or are ideal to support periodic refresher training.

VALUE-ADDED SERVICES

In addition, Sensia support services can assist with system enhancements, extensions, change of use, de-commissioning and third-party system audits and verifications.