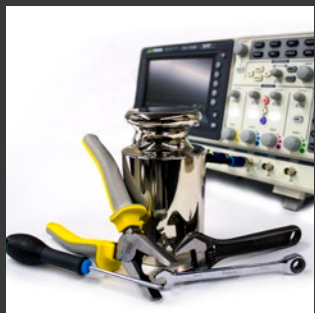


STEVENS TRACEABILITY SYSTEMS

SERVICE & SUPPORT



// www.stevenstraceability.com

// sales@stevenstraceability.com

// 01254 685 200

OUR PHILOSOPHY

At Stevens we view service and support as an essential part of our overall business portfolio and understand that any unwanted breakdowns have a direct impact on your profitability. We therefore offer comprehensive service packages specifically tailored to meet our customers' operational and fiscal requirements. These are designed to minimise plant downtime. For instance, your plant may have seasonal operational peaks and troughs or you may operate shift patterns. In these situations we will design the package to ensure your plant operates at maximum efficiency - winter or summer, day or night.



NATIONWIDE SERVICE & MAINTENANCE

SUPPORT WHEN & WHERE YOU NEED IT

Our qualified engineers are strategically located throughout the UK and Ireland and carry extensive spares and diagnostic equipment to maximise our 'first time fix on site' strategy. You only have one point of contact at Stevens, +44 (0) 1254 685 200.

All service calls are logged and analysed through our Autotask customer management support system. This keeps comprehensive data on every service call, monitoring and highlighting trends with individual installations. As well as a customer portal to log and track your calls. This means that when you call, whoever answers the phone has instant access to a full history of your installation and equipment.



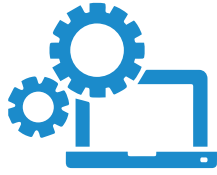
ISO 9001 & 27001



UKAS CALIBRATION



SAFE CONTRACTOR APPROVED



COMPREHENSIVE COVER

We take responsibility for service and maintenance of your weighing and In-line inspection equipment, whatever the type or make. This means that you only have one point of contact, +44 (0) 1254 685 200 for all your service, calibration and validation needs, leaving you more time to concentrate on running your plant. Our capabilities cover mechanical, electro-mechanical, electrical, electronic and software aspects of your equipment and systems. We also have extensive experience working with third party software houses and understand how important it is that your factory floor environment integrates seamlessly with management systems such as MRP and ERP.



PREVENTATIVE MAINTENANCE

Our service contracts include regular visits to an agreed schedule. Where possible we ensure our support is proactive, not reactive, and we do not believe in waiting until something fails. Our engineers are trained to identify any potential problems and then make a qualified risk assessment of the situation. This ensures that remedial action can be taken in a timely and controlled manner - to suit your operational schedules. However if unexpected problems arise, we will endeavour to respond as quickly as possible to minimise any downtime.



CALIBRATION & VALIDATION

Maintaining the accuracy and performance of your equipment is an essential part of our service contract. We can offer a range of calibration services dependant upon application. We are ISO 9001:2015 , BSI EN ISO 17025 and BSI ISO 27001 approved.



OUR ENGINEERS

We pride ourselves in the professionalism of our engineers, who undergo rigorous training, both in-house and externally, to ensure they are fully qualified for today's industries. Our service engineers hold the Industry recognised Safety Pass Alliance Passport Card – Core one day element which covers - Hazards to Health and Safety and the implementation of appropriate controls. In addition to this, the one day Food and Drink specific health and safety element which covers - understanding potential sources and types of food contamination, sources and effects of contamination, safe working practices to eliminate or reduce risk, the importance of protective clothing and good personal hygiene.





5 LEVELS OF SUPPORT OPTIONS



PLATINUM COVER

Platinum cover provides suitably qualified Service Engineers to examine, test and calibrate the equipment annually or on an agreed number of occasions as specified in the contract. Our platinum contract is primarily bespoke to the customer's needs. To experience a true, tailored service contract, choose Platinum.



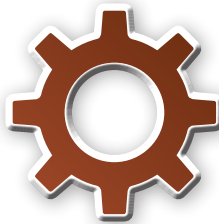
GOLD COVER

Gold cover provides suitably qualified Service Engineers to examine, test and calibrate the equipment annually or on an agreed number of occasions as specified in the contract. Make emergency visits to perform repairs or remedy faults arising out of fair wear, tear and use. We shall use our best efforts to respond as quickly as possible within the agreed response time. Fitting is free.



SILVER COVER

Silver cover provides suitably qualified Service Engineers to examine, test and calibrate the equipment annually or on an agreed number of occasions as specified in the contract. We shall make emergency visits to perform repairs or remedy faults arising out of fair wear, tear and use. We shall use our best efforts to respond as quickly as possible within the agreed response time.



BRONZE COVER

Provide suitably qualified Service Engineers to examine, test and calibrate the equipment annually or on an agreed number of occasions as specified in the contract. It includes up to two emergency visits to perform repairs or remedy faults arising out of fair wear and tear and normal use. We shall use our best efforts to respond as quickly as possible within the agreed response time. Any parts required or additional labour will be chargeable.



CALIBRATION ONLY COVER

Our calibration only contracts are the most basic service contract we offer. This will only cover the mandatory minimum required calibration visits to keep you compliant. Any parts required or additional labour will be chargeable.



SERVICE CONTRACT DETAILS

Here at Stevens, we understand that what works for some may not work for others, so we have a wide range of service plans to suit your needs. The table below shows the benefits of each, to help you make an informed decision.

	Contract Type				
	Calibration	Bronze	Silver	Gold	Platinum
Technical advice and on site evaluation of applications	Yes	Yes	Yes	Yes	Yes
Calibrations	Yes	Yes	Yes	Yes	Bespoke to client requirement
Routine scheduled service visits	No	Yes	Yes	Yes	Bespoke to client requirement
Guaranteed breakdown response SLA	No	Average 12 working hours	Average 12 working hours	9 Working Hours	Bespoke to client requirement
Emergency call outs & fault diagnosis	No	Up to 2 call outs per contract year	Yes	Yes	Yes
Fitting of spare parts	No	No	No	Yes	Yes
Software Support Business Hours 08:30 - 17:00	No	No	No	Cost option	Cost option
Hardware / Software Support Weekends Out of Hours	No	No	No	No	Cost Option



OPERATOR TRAINING

Need a refresher? Your operation environment, jobs and SLAs change over time and machine operator skills must keep pace. Maximise your investment by giving your operators the added tools they need to get the most out of your equipment - Including faster and more accurate changeovers, better setup and more efficient production runs. Operator training, administered by qualified Stevens engineers, provide the latest techniques and knowledge about the specific operation of your machine. Our thoroughly trained engineers understand your production SLAs, focusing on job requirements and production priorities. We can help keep your operation up to speed maximising productivity.

“Our thoroughly trained engineers understand your production SLAs”

YOUR BENEFITS

- ✓ Qualified Stevens Engineers
- ✓ Meet your production SLAs
- ✓ Focus on Job Requirements
- ✓ Maximise Productivity
- ✓ Faster Changeovers

SOFTWARE SUPPORT

Software support is a cornerstone in our service agreements with our customers. Here at Stevens we pride ourselves in having a strong team of software support engineers, backed up by our software development team. We realise sometimes a major problem for your business isn't always a physical one and software can make or break any traceability system. That's why here at Stevens we offer a range of comprehensive software coverage options for you to choose from. All of our software is developed in house by our extensively experienced software development team, so any issues you may face will be dealt with decisively and quickly, by a team who are experienced with the Stevens software who will help get you to a solution as quick as possible.



24/7 SUPPORT

Our software support team will be available 24/7 so you can always rely on us to solve any issues you may have. With our remote connection software we will log into your system and diagnose and repair any issue you may be facing. For coverage you can truly rely on, choose our 24/7 support.



AUTOTASK MANAGEMENT

At Stevens we integrate the Autotask customer management system. With Autotask, you can raise your tickets online, making your service and support experience even simpler. Autotask enables you to see all the current service and support tickets you have opened and track the progress of each.



A WORD FROM OUR CUSTOMERS

"Steven's is an integral part of our manufacturing process with control over stock, raw materials, trace ability, finished goods and H&S mandatory checks. The overall design and user interface of the system is user friendly, and without the support and knowledge of the Steven's team working alongside us we would not have achieved all of the above and a paperless site."



Tom Dignan

*Project Manager
Paterson Arran*



Traceability | Productivity | Efficiency

// Stevens Traceability Systems Ltd

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