

Alderley

Technical excellence: delivered



Healthcare Services

Optimising performance throughout the life of your
metering system

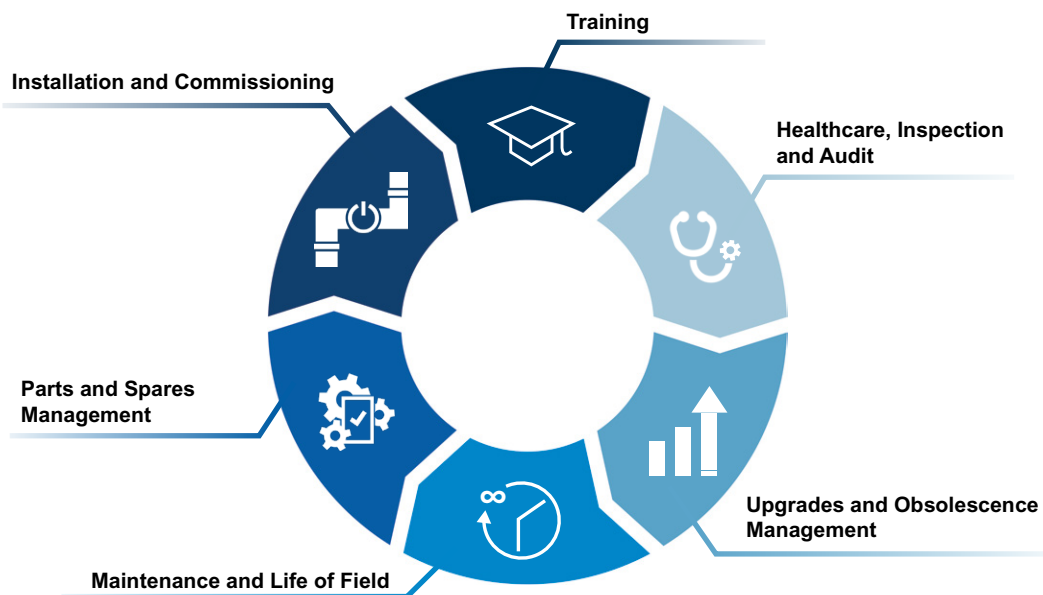
Your Single-source Services Provider

As an independent services provider, Alderley have the flexibility and capability to deliver the best-for-application / best-for-business solution for your needs.

And with extensive experience across a wide range of OEM instruments and process areas, we are your one-stop shop for proactive and rapid-response reactive services.

360° Services

Our technical service experts provide 360° support to optimise performance throughout the life of your assets.



Healthcare, Inspection and Audit services include*:

- Condition Based Monitoring
- Flow measurement calibration and validation
- Uncertainty calculations
- Control system review and configuration
- System hardening and cyber security services

Ongoing Flow Measurement Performance

The long-term performance of your metering system is our priority.

With regular assessment of your equipment, our engineers will promptly carry out all required proactive and/or reactive maintenance work to maximise your uptime – including protection against system vulnerabilities to help prevent cyber attacks.

Delivering Peace of Mind

Whatever your requirements, Alderley can provide the right Healthcare Package to give you complete peace of mind. Typical packages include:

	Healthcare Package		
Included Services*	Bronze	Silver	Gold
Overall system health check	●	●	●
Full system health check report	-	●	●
Issuetrak** web-based customer support access	●	●	●
Issuetrak** Knowledge Base and documents access	-	●	●
Weekday telephone and mail support – office hours	●	-	-
Weekday telephone and evening support	-	●	-
24/7 telephone and mail support	-	-	●
Spares Inventory Management	-	-	●
2 days of on-site system training each year	-	-	●
Guaranteed Services call-out response times (max.)	21 days	14 days	7 days

*Services and response times detailed depend on type of installed equipment/software and are subject to entry visa availability and security clearances.

**Issuetrak is a leading web-based customer support tool that lets you record any issues at any time of the day. Upon receipt of your issue, our expert technicians will review and action your enquiry (aligned to the support level in your healthcare package).

If you have our Silver or Gold healthcare package, you can also access Alderley's Issuetrak Knowledge Base and document repository. This includes details on common issues and frequently asked questions, with guidance on corrective actions – helping you to maintain performance any time of the day.