

Would you and your customers benefit from a high-quality Technical Service provider supporting your instrumentation on your behalf?

Do you require extra resources to deliver the Technical Services that your customers expect?

Is your business growing in such a way that you now require on-site service engineering/Service Centre support?

With nationwide cover, Aspect Scientific Ltd provide quality technical service and support with various options which can be tailored to meet your business needs.

Aspect Scientific's team of Field Service Engineers and Technical Support Specialists have worked within the Medical Diagnostics industry for many years and together have a wide and varied level of experience in the service, support and repair of all types of medical diagnostic systems used within a wide range of settings, from NHS pathology laboratories, research, veterinary, food testing, industry, and private companies.

As your Approved Service Provider Aspect Scientific can provide your customers with a high quality, manufacturer certified, fast, responsive and effective service solution, there when you need us and wherever you need us. As we are a specialised Technical Service Provider, you can be sure that we offer a completely dedicated and focused service, ensuring your customers' needs are not just met but exceeded through fast and reliable service they can count on and you can be sure of.

We provide a wide range of technical services which can be combined into a comprehensive service and support package or offered as standalone services, ensuring a complete tailored process built around yours and your customer's needs.

Whether it be specific services you require, in a select geographical region or a more comprehensive package with full nationwide UK and Republic of Ireland cover. We pride ourselves in offering a comprehensive, highly efficient and cost effective solution whatever the specific requirements may be.

From a financial point of view, outsourcing technical services in this way can be a very cost effective solution. It is also flexible, as the services we provide are here when you need them, and to whatever extent you need them, a totally flexible resource which means you are not continually funding overheads and expenses when you don't need to.

Our team cover the whole of the UK and the Republic of Ireland, which ensures you have the ability to provide immediate customer support wherever your customers may be, by engaging us as your Authorised Service Provider.

Aspect Scientific Service & Support

Field Based Technical Service

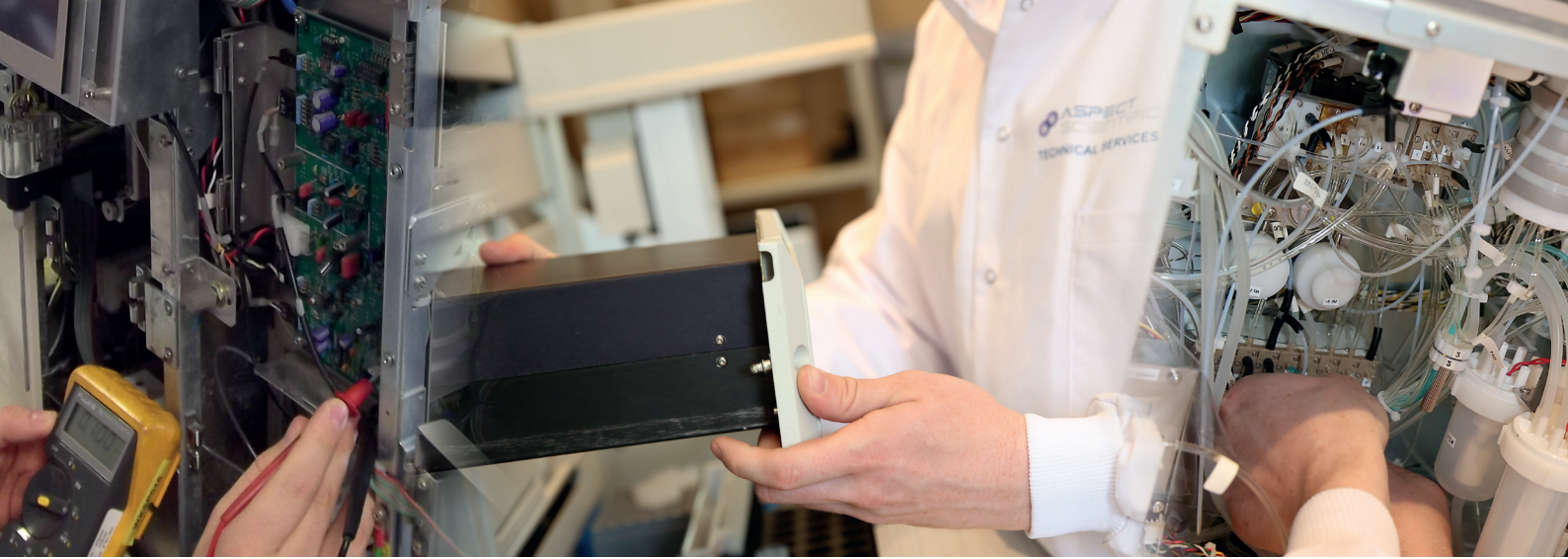
- Nationwide Field Service Engineer cover to respond to instrument breakdown calls
- On-site fault finding, repair and testing
- Preventative Maintenance (routine servicing visits)
- On site hardware / software updates
- Installation services, validation and commissioning
- Proactive customer feedback calls after any work completed
- Spare parts stock managed and supplied from our own warehouse with next day delivery
- Instrument Decommissioning and Removal/Relocation Services

Service & Repair Centre

- Return to base repairs.
- Return to base routine servicing.
- Management and provision of customer loan instruments.
- Spare parts stock holding (if required).

Office Based Technical Support

- Rapid assistance and troubleshooting direct to customers.
- 24/7 – out of hours technical help line, manned by Aspect Scientific Technical Specialists.
- Application Specialist Support.
- Customer Training.



Aspect Scientific employ the latest technology and systems to ensure efficient management of service activities and the ability to measure and report on our effectiveness.

Technical support cases (calls), engineer activities in relation to repairs and servicing are logged on our Customer Relationship Management (CRM) system, allowing full traceability and KPI reporting against agreed service levels.

We also use entirely paperless field service reports and technical checklists using our bespoke software to capture all data related to field service visits.

Quality Standards

- Aspect Scientific's Quality Management System is certified to BS ISO 9001.
- Aspect Scientific Service Engineers are fully qualified with a background in Electronics servicing.
- All Engineers undertake full service training, provided by the equipment manufacturer for any instruments supported.
- All repair, maintenance and service work is carried out to manufacturer guidelines and procedures.
- Detailed technical reports are generated from every job, with accompanying checklists and test results, all made available to the customer.
- All engineer test and measurement equipment is calibrated and certificates made available to the customer.

Flexible Terms

We can provide technical services on a short or long term basis to suit your needs and those of your customers, whether that consists of full Office Based Technical Support along with Field Based Technical Service, Service Engineer Support, Repairs in our Service and Repair Centre, or any combination as required. Options can be explored for annual service contracts priced per instrument covered, or visits/repairs carried out on a set hourly or daily chargeable basis.

If Aspect Scientific can assist your business with the provision of high quality Technical Service and Support, please contact us to discuss your requirements.



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