



**National Service Providers  
for  
Industrial and Commercial Cleaning Machinery**



**TecServ**<sup>®</sup>  
[www.tecservuk.co.uk](http://www.tecservuk.co.uk)

## Services Provided by TecServ UK

- Nationwide Cleaning Machine Repairs
- Machine Service Contracts to all Makes
- Support to Machine Manufacturers
- Fully Refurbished Cleaning Machinery Sales
- Customer Machine Refurbishment
- Cleaning Machine Hire, Long and Short Term
- Machine Storage Solutions – Multiple Locations
- Cleaning Machine Transport Solutions
- Asset Capture and Management
- Selected Non Cleaning Machine Service



## Company Outline

- Competitive and Cost Effective Rates
- Initiative Driven Solutions
- Fast and Efficient Response Times
- 20 Fully Trained PAYE National Service Engineers
- Fully Staffed Helpdesk and Admin Support
- Centrally Based in Peterborough
- Depots in Newcastle, Glasgow, Cheltenham
- Professional Independent Presentation
- Total Machine Maintenance and Support
- Nationwide Coverage
- On Line and Real Time Operating Systems



## Facts & Figures

- TecServ UK Operates at 89% First Time Fix (Cleaning Industry Average 75%)
- Servicing Over 300 Types of Cleaning Machines
- 78% of Received Calls Allocated and Attended Same Day
- 98% of Allocated Jobs Attended Within 48 Hours
- Less Than 5% of Jobs Awaiting Parts
- 8000 Breakdown Jobs per Annum Attended
- Over 7000 Machine Services Carried Out per Annum



## Benefits of Using TecServ UK

- **Multi Technician Support**
  - Increased availability of a Technician
- **Cost Effective Rates**
  - Similar to Non Overhead Suppliers
- **Positive Stock Holding**
  - All Tech Vans Stocked According to Machine Types on The Area
- **On Line Customer Portal**
  - Providing real time position of jobs if you wish to view them.
- **Helpdesk Services**
  - Friendly and Efficient to help with all your needs
- **Parts Supply for Many Manufacturers**
  - Order parts only if required for self fit and reduce costs



## Systems and Control

- TecServ Live On Line Operating System
  - Customer Portal – Place orders for jobs or parts, access job information and performance data.
  - Service Controller Portal – enter repair jobs, schedule service work, manage technician diaries, process parts orders, multi warehouse stock control, asset management
  - Technician Portal – Job sheet access and closing, view diary work, access parts manuals, auto parts reduction from stock, own warehouse stock access.
- Technician Technology
  - All Technicians close jobs real time on laptop notebooks via internet
  - PDA telephones are used for e-mail access
- Vehicle Tracking and Messaging
  - All vehicles are tracked for efficient and fast response times
  - ETA can be confirmed without contacting the Driver
  - Utilising the messaging screen gives safe notification of work to Driver



## TECHNICIAN LOCATIONS

2 Glasgow Based Technicians

2 Newcastle Based Technicians

1 Cheltenham Based Technician

3 Peterborough Workshop Techs

12 Remote Road Based Technicians

All Vehicles have combined message and tracking devices fitted for safe, efficient and fast allocation to work.



## Quality, Safety and Environmental

### Quality

QS ISO 9001 in Progress (previously held under a different name)  
Technicians Audited Monthly for Quality, Standards, Presentation, Stock and PPE

### Safety

Contractor Plus Accredited



Safe Contractor Accreditation Pending

Technicians are audited on Safe Practice, PPE, Tool Condition and Driving Safety Each Month

Technicians are enhanced CRB checked.

### Environmental

ISO 14001 in Progress

High Machine and Waste Recycling Standards Implemented

Risk Assessed Environmental Practices in place

Bio Diesel Consultation in Place for Vehicle Fuels.

10% Power use Reduction Managed into our Business Plan for 2009 / 2010



## Further Information

- [www.tecservuk.co.uk](http://www.tecservuk.co.uk)

## Contact Numbers

- Telephone      0870 264 3030
- Fax              0870 264 3040