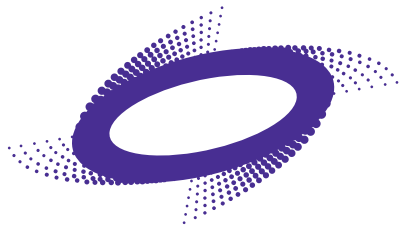


**E**ngineering  
**S**upport  
**S**ervices



**Logistex**

a sure thing

**Engineering Support Services**

# Features

## *Engineering Facilities Management*

- Residential on site team
- Support of Automation and Facilities Services as required
- Industry leading maintenance standards
- Shift patterns to suit your needs, 24x7 support
- Logistex Site Engineering Manager
- Logistex team working alongside your operations staff
- Maintenance, breakdown response as well as operational support
- Any manufacturers' equipment supported
- Fully supported by Logistex's technical resources
- 24/7 support for your site

## *Systems and Equipment Refurbishments and Upgrades*

- Equipment refurbishments covering a wide range of MHE and associated equipment
- Crane and mini load technologies covered
- Refurbishments of non Logistex systems and equipment
- Work planned around your operation to minimise disruption to your business
- Refurbishment can include design, full project management, drawings, manuals and training where required

## *Field Support Services*

- Field support visiting service
- Planned maintenance
- Predictive maintenance
- Periodic inspections
- Inspection reports
- Priority call out response
- Logistex equipment or other manufacturers
- Framework agreements
- Multi-site coverage
- 24/7 cover available
- Fixed price available
- Access to parts 24/7

## *Hotline*

- 24 x 7 x 365 support
- Dedicated hotlines for Systems issues and Controls issues
- Manned by skilled engineers with a wealth of industry experience
- On-site on-call assistance
- On-site advisory service
- Remote access supervision
- IT service
- Analysis for system optimisation

# System and Equipment Refurbishments & Upgrades

- **Protect against obsolescence**
- **Reduce risk**
- **Extend equipment life**
- **Increase system throughput and performance**

“Logistex have an impressive client base, but from the start we didn't feel like just another customer, we were a team, all working towards the same final goal”

CEO, TSB Supply Chain

## Engineering Support

- **24/7 maintenance services**
- **Continuous Improvement**
- **Technical expertise**
- **Predictive maintenance**
- **Operational support**





On-site residential support

# Benefits

## *Engineering Facilities Management*

- Strategic management of maintenance
- Savings to the true cost of maintenance
- Cost effective maintenance solution
- Logistex take responsibility for the system uptime and maintenance
- Logistex fully manage the maintenance process
- Rapid on site response to system problems
- Minimised downtime
- Escalation route to further technical expertise and resources

## *System and Equipment Refurbishments and Upgrades*

- Protect your business from unscheduled downtime
- Extends the working life at less cost than it would be to replace with new
- Removes the risks from obsolescent equipment
- Lower cost option over new
- Opportunity to build in system performance improvements

## *Field Support Services*

- Cost effective maintenance and support
- Expert inspection
- Safety systems checked
- Wearing or worn items identified and repairs scheduled
- System life extended
- Improved reliability
- UK coverage
- Security of budgeting with our fixed price options

## *Hotline*

- UK based hotline team
- Manned by Logistex engineers, not call centre staff
- As well as explicit feedback to the call originator, a Twitter feed keeps a broader audience within your business informed
- Primary and secondary experts assigned to customer's site ensuring a rapid resolution of issues

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