



smiths detection

GLOBAL  
SERVICE

[www.smithsdetection.com](http://www.smithsdetection.com)

# We understand the importance of customer care



Companies, agencies and regulators around the world trust Smiths Detection to provide them with outstanding and proactive customer service that:

- **Maximizes equipment uptime and availability;**
- **Gets the best value out of screening equipment;**
- **Extends life and equipment;**
- **Delivers tailored service and support that is flexible and scalable**

Security and safety operations are the cornerstone of every installation. Keeping them running effectively,

smoothly and reliably requires a service program with a “360 degree” view of a business’s needs and a total commitment to providing excellent customer service.

Smiths Detection has an extensive network of field service teams; 24/7 call centers; predictive software analytics; and training programs. All of this enables us to help businesses of all sizes meet their objectives today and prepare for the challenges of the future.



# Proactive service

You can move from the inefficient “break-fix” model to “predict and act,” where predictive maintenance and remote diagnosis improve system availability and throughput.

Proactive maintenance – which includes remote diagnostics, self-monitoring systems and predictive analytics to help prevent unplanned system downtime – means more convenient maintenance scheduling and creates a better way to maintain system uptime and for repair teams to serve customers.

## CORAL

With CORAL, our advanced predictive-analytics suite, you can turn break-fix emergencies into routine preventive maintenance tasks and get greater value throughout the life of your screening equipment. CORAL helps organizations to manage preventive maintenance programs automatically to avoid unplanned interruptions or downtime.

## HEALTH CHECKS & PREVENTIVE MAINTENANCE

We help you manage the routine care of your investment with a proactive scheduled service program. Our health checks and preventive maintenance programs allow organizations to determine when check-ups should occur and thereby avoid unforeseen operational interruptions.

“Smiths Detection’s quality service is the key to a long-term relationship with our customers. They appreciate fast, reliable technicians that can address and fulfil their needs before problems interrupt their workflow.”

Ezquiel Zamora, Sales and Marketing Director, Pemica



# Gain greater value throughout the equipment lifecycle

Our field service experts are trained to handle third-party solutions – so they can meet all of your operational needs.

On average, customers run their equipment for more than 10 years – in some cases more than 20 years. Continuous system enhancements, such as software upgrades, help ensure that equipment is always ready to handle new and emerging needs and threats.

## OEM TRACE CONSUMABLES

Use genuine Smiths Detection consumables to maintain optimal detection and identification together with operational readiness when using trace systems. Our products help to keep internal system components free from contaminating debris caused by the sampling processes. Our rigorous manufacturing processes and quality-control procedures help ensure the highest levels of detection and the lowest level of false alarms.

## CERTIFIED, PRE-OWNED PROGRAM WITH A ONE-YEAR WARRANTY

Businesses can drive more value from their security operations with a certified pre-owned program. Pre-owned systems are subject to a rigorous 21-point inspection for quality assurance – with preventive

maintenance, software upgrades, and equipment and accessories testing to ensure that systems are always in peak operating condition.

## CUSTOMIZED SERVICE SOLUTIONS

We want to ensure that customers always benefit from superior service and support, as well as equipment availability. We offer:

- Contracts tailored to support your specific systems and uptime requirements;
- Service options tailored to individual operational objectives;
- Service agreements tailored to specific industry requirements and the unique needs of individual facilities –with the added option of replacing, adding, or changing equipment.

“The Sheriff’s Department recommendation of Smiths Detection was based on the superior technology, clearer image, the guarantee of maintenance service within 36 hours, and the extended warranty options.”

Shane Bockensted, Dubuque County Sheriff’s Department Deputy



“We have established a professional relationship with Smiths Detection and find them to be very customer focused, flexible, responsive to our needs and reasonable in all dealings.”

David Munrowd-Harris, General Manager  
Maintenance, Perth Airport PTY LTD



## Scalable, 24/7/365 service and support

Smiths Detection gives you access to the most advanced technology solutions offering 24/7/365 support. We have a clear “escalation path” to resolve questions – online, via our call center, or on-site – to help minimize downtime and maximize your safety and security-screening efficiency. We also have Forward Stock Locations (FSL) at logistics centers around the world to ensure the fast delivery of consumables other parts and supplies.

### **TECHNICAL SUPPORT and REACHBACKID\***

Our 24/7/365 global support team ensures that our customers have access to experienced experts, whether for scheduled maintenance or on-the-spot troubleshooting – anywhere, any time. ReachBackID\* connects first responders with elite scientists to help evaluate threats and hazardous materials discovered while using portable analytical sensors.

### **ON-SITE SERVICE**

Smiths Detection ensures the continued safety of an organization’s staff and customers, its public, and its equipment. Placing experienced and proficient service technicians in locations around the world ensures that organizations benefit from the fastest response times, delivered by committed service technicians and teams. Our on-site service provides:

- Flexible and scalable service packages;
- A network of local, experienced and certified technicians;
- Global stock locations, which speed up the delivery of key spares.

### **DEPOT SERVICE & LOANER PROGRAM**

Our Depot Service solutions provide fast repairs, maintenance as well as hardware and software enhancements from our service labs around the world. In addition, we manage a convenient Loaner Program to enable an organization’s operations to continue to operate with minimal disruption while larger repairs are being carried out.



## Comprehensive training and certification programs

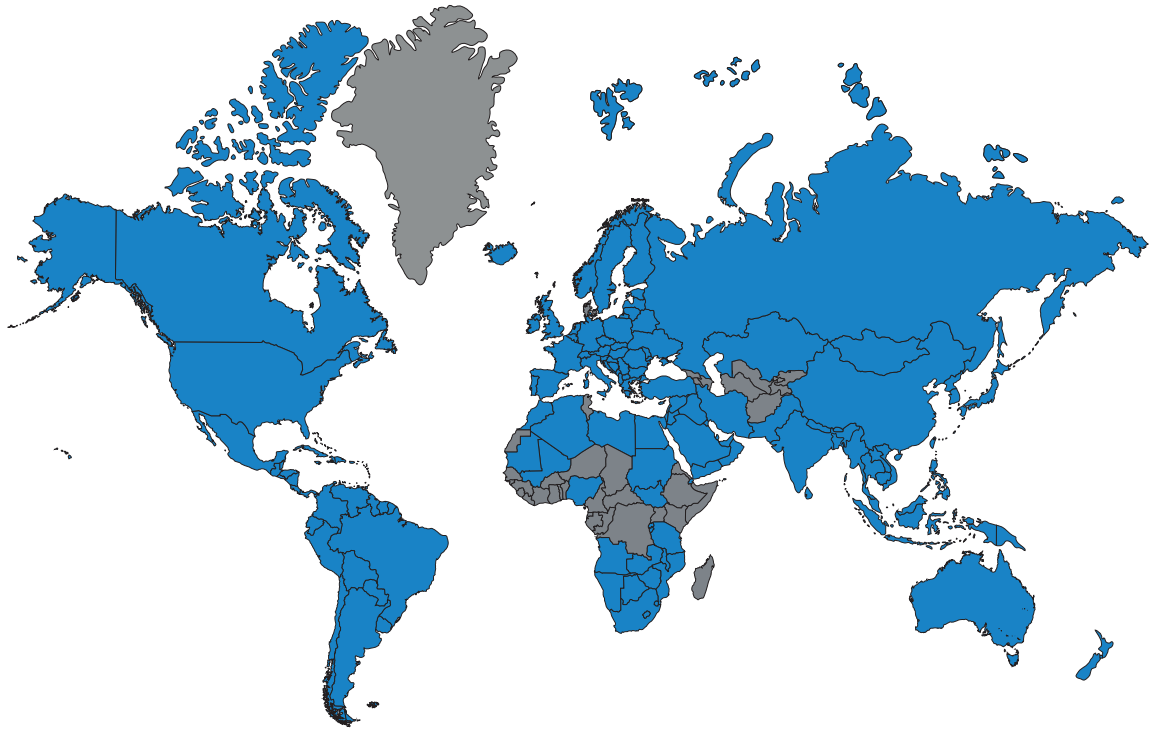
### **WORLD-CLASS TRAINING**

Choose from a range of comprehensive product and certification training programs for all levels of users – including operator, technical, and expert – with a variety of online courses. Our programs provide

various levels of instruction to meet an organization’s operational and industry needs, including small class sizes for hands-on learning. On-site customer training may also be available and can be customized to meet specific coursework needs.

\*ReachBackID is available in English only

Our global network connects businesses with the world



smiths detection

# Global Coverage

We are here to help you – no matter what it takes. Discover more about our extensive service network at:

[www.smithsdetection.com](http://www.smithsdetection.com)

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For customer and tech support,  
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