



Space Engineering Services has an exemplary track record of delivering planned and reactive service solutions to over 2500 sites across the UK and Europe. Core to the successful delivery of any contract is our ability to understand the customer's requirements and objectives from the start, and our corporate mantra of Understand. Innovate. Deliver runs through everything we do.

## PLANNED MAINTENANCE

Helping our customers to maintain their Refrigeration, Mechanical, Electrical and HVAC equipment, and remain legally compliant is our main priority. Working closely with our customers, we will draw up a maintenance plan tailored to your needs and the equipment you have.

By performing proactive site visits we can maximise the equipment's life, helping to prevent those unexpected problems and faults from occurring, whilst also keeping you compliant. At the same time, our 24/7 team of reactive engineers and National Operations Centre means we are still on-hand to assist should a problem occur, whatever time of day or night.

The benefits of our planned maintenance are significant. We can reduce reactive call-outs helping you to make large savings in service costs and improve asset availability, whilst also benefiting the environment by reducing road travel and fuel emissions.

## ENGINEERING RESOURCE

Many of our engineers have worked within the Refrigeration and Air Conditioning industry for a number of years, and are qualified in delivering planned and reactive maintenance to a variety of systems including refrigeration, HVAC, mechanical and electrical.

Our engineers are experienced at working in a range of live business environments. We understand exactly what it takes to be a maintenance solutions provider to food factories, data centres, retailers, universities and colleges, where maintenance support is often business critical.

With the advancement in CO<sub>2</sub> and other natural refrigerants we have invested in training and technology for our engineers to provide them with the tool kit and skills needed to maintain these systems.



## NATIONAL OPERATIONS CENTRE

Our Work Order Management team operate 24/7 using the latest dynamic resource scheduling software providing critical end to end call management support for all reactive service calls, managing call reception, service control, triage, technical support and data analysis.

The team are set measurable KPIs and our internal dashboard, with full customer access, report on team achievement against these targets; focusing them towards ensuring compliance with contractual SLAs.

## TECHNICAL SUPPORT

Operating from the National Operations Centre our Remote Engineers provide invaluable technical support to the field team, Work Order Management and projects delivery.

Using sophisticated software, our Remote Engineers provide real time and historical updates, helping with site diagnosis and call prioritising. Taking a "Fix before it fails" proactive approach, the Remote Engineers also undertake trend analysis to identify high calling assets and look for warning signs in the customer's estate, advising our service engineers regarding the likely fix and ascertain the likely required parts to remedy a fault.

The analysis our Remote Engineers undertake helps to reduce the number of site visits, improve first time fix and maximise engineering tool time.

## F-GAS MONITORING

In a mission to reduce the amount of refrigerant we and our customers use and reduce harmful emissions released into the atmosphere, we have a team of leak detection engineers and a purpose built administration system to monitor, track and report gas usage levels.

F-Gas Administrator helps us to proactively monitor gas usage and undertake leak monitoring for our customers sites and assets. Using the system we can track and view the leak history of any asset, helping us to proactively identify repeating asset leaks. We are also able to produce gas usage reports and track gas cylinders from the beginning to the end of its lifecycle.

Our F-Gas monitoring system means we can support our customer's CSR targets and objectives, and when combined with our planned maintenance programme we can minimise refrigerant consumption; reducing harm to the environment and reducing client costs.

## BENEFITS OF OUR SERVICE:

- Maintenance targeted to prevent and reduce reactive service calls
- Fast response times
- Maximum asset availability
- Optimum energy efficiency
- Right people, Right process, Right performance.



For further information on how Space Engineering Services can help your business, please contact: **+44 (0)117 977 8833**  
Email [enquiries@space-engineering.co.uk](mailto:enquiries@space-engineering.co.uk)

[space-engineering.co.uk](http://space-engineering.co.uk)

**space.**  
engineering services