

CASE STUDY: Provision of Technical Services & Support

CHALLENGE

Our customer required a diverse range of technical support and services, as recruitment challenges had resulted in a shortfall of internal in engineering expertise.

They also needed 24/7/365 cover across their multiple sites nationwide, as their future and ongoing projects required engineering and support.

Bilfinger UK were awarded a contract to deliver these requirements with one of our service support packages.

SOLUTION

- We selected and supplied suitable individual service streams from our service support portfolio.
- We identified and supplied a qualified and experienced engineer, as well as a project management and automation project framework team to support and integrate within the customer structure.
- We provided provision of our 27/4/365 service contract with 1st and 2nd line support.



Technical Information Summary



- To fulfil such a wide range of requirements and criteria, Bilfinger UK utilised an experienced resource pool and provided a tailored package to the customer. A joined-up approach allowed us to distribute knowledge and experience gained locally with a customer, thereby adding value across the board from operations and maintenance to capital projects.
- Embedded personnel were sourced from our team of skilled control and automation engineers and managed entirely by the customer, such engagements ranged from simple holiday-cover to long-term arrangements. For this customer we immediately deployed an service support engineer for a short term until a dedicated resource was identified and made available. After this, a rolling monthly contract allowed them to follow their internal recruitment process and select the right resource to fill the post whilst protecting day-to-day operations.
- Our always on dedicated telephone helpline provided direct access to our support services team who use a secure remote-access connection to diagnose and rectify any issues. If necessary an engineer was deployed to attend the site to resolve the issue directly.
- The estate consisted of a wide range of standard and safety PLC systems with local HMIs and a centralised SCADA system. Our engineers are distributed throughout the UK, which is perfect for the large network of sites managed by the customer.
- A project manager was assigned to the customer, which maintained a consistent approach to project support and delivery. For each task the project manager ensured that the right resources and skills are dedicated to the project.
- We were engaged across the customer's entire estate, from front-end engineering design and automation solutions to BS EN 61511 compliant safety systems and panel construction.

CASE STUDY: Secure Establishment Service & Maintenance

CHALLENGE

Our customer required, automated access control to gates, regular maintenance and electrical/mechanical call out support to their secure establishments across England and Wales.

Due to the critical nature of the control systems involved, which manage and monitor access and egress to each establishment, it was essential that these systems were kept fully operational and well maintained at all times.

Bilfinger UK were awarded a contract to provide these services due to our extensive experience within the sector.

SOLUTION

- We provided a comprehensive package with bi-annual service visits and 24/7/365 support to 52 of their establishments.
- We designed, built, installed and commissioned new systems, upgrades and retrofits.



BENEFITS | Emergency Cover 365 Days a Year | 4-Hour Response Time | All Mechanical & Electrical Repairs Covered |

Technical Information Summary



- During our service visits the equipment was checked in-line with the customer specification and the Door and Hardware Federation (DHF) code of practice for compliance and functionality. All Bilfinger UK service engineers attended DHF training courses and completed a competency assessment to enable them to work on sliding gates and certify functionality.
- Each site typically has two hydraulically driven vehicle sliding gates, a minimum of two electric pedestrian sliding gates and multiple electric locking hinged doors. The gates/doors are controlled via a PLC and multiple PC's or HMI's. The gates and doors are interlocked in accordance with site security arrangements, which prevent multiple doors being opened at the same time. Each sliding gate has laser scanners fitted to prevent human contact and safe edges fitted as a secondary safety measure. The gates/doors have video intercom coverage so the operator can see and communicate with the person requesting access at each door or gate.
- During our service visits each sliding gate was impact tested in accordance with BS EN 12445:2001 using a calibrated force tester and each control system was fully backed up using a battery charger system, which was also serviced as part of our bi-annual service.
- We also issued a full service report highlighting areas of concern using a traffic light system to prioritise necessary repairs, as well as detailed reports following every call out to enable the customer to identify trends, with a view to upgrading failing parts.