

# case study

The first choice for instrumentation support in the water and process industries

## Southern Water Services Framework Ammonia & Phosphate Analyser Maintenance



Servitech International Ltd are pleased to announce the extension, for a further three

years, of their framework agreement to provide maintenance services, spares and chemicals to Southern Water Services on their water and wastewater quality instrumentation. Southern Water feel that to achieve continuous operation, and reliable results, on-line instruments must be correctly installed and effectively maintained, hence their decision to out source the maintenance of such equipment to a company with a great deal of experience in both these areas.

The scope of work provided by Servitech International is to perform the routine scheduled maintenance and emergency call-outs on all of the systems, this includes activities from simple cleaning and reagent changes, through to fault finding and repair down to component level. As the contract has developed as well as maintaining the equipment we have increasingly been called upon to offer suggestions on how existing installations can be improved with a view to enhancing the performance of the systems.

The primary instruments covered by the contract are the Capital Controls 100 and 1000 Series Phosphate monitors which are used for final effluent monitoring and plumbosolvency control, Isco Stip Ammonia Process Buoys, used for final effluent monitoring, and various manufacturers of autosamplers that are used on their wastewater sites.

Due to the quantity of instruments, and the level of support and response times required, the contract has facilitated the employment of a dedicated engineer within the Southern Water geographical area, this engineer is then supported by the rest of the Servitech International field service team. With the extension to the contract now in place we are in the process of adding to this cover by placing another dedicated engineer within the area.

Prior to engaging Servitech, Southern Water Services held contracts with a number of companies to provide the routine maintenance on these instruments and could see clear financial and logistical benefits, and also how the level of service could be enhanced, by using one service provider for all. Throughout the negotiation of the contract Servitech took an open book approach and worked very closely with the Southern Water contacts to ensure all eventualities were covered and that the contract would benefit all concerned.

Not only has the contract saved SWS money but it has also led to the development of a comprehensive database detailing the condition and performance of each of the units. This has allowed Southern Water to make process and procurement decisions based on real, unbiased results from the field.

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