

# At your service

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Pyrotec's machinery division, Pyrotec PackMark, is fully invested in after-sales support and rapid response to breakdowns or technical challenges. Evidence of this commitment can be seen by its multi-tiered approach that includes service level agreements (SLAs), on-site service (OSS), and a dedicated 24/365 technical support helpline.

In a business-to-business environment, properly defined relationships are the best guarantee for smooth and effective workflow. To achieve this, SLAs are the perfect way to harmonise relationships between customers and service providers. They clearly define the services that customers can expect from providers and what their responsibilities are. This ensures protection for both parties and promotes beneficial long-term relationships.

SLAs are standard to Pyrotec PackMark's operational activities. They define its service levels, as well as how service is monitored, evaluated and measured. "Our SLAs consider what constitutes sustainable service levels without compromising on quality and timescales while also providing for flexibility and unplanned problems," notes Pyrotec PackMark's General Manager, Brandon Pearce.



In addition to how service levels are monitored, evaluated and measured, Pyrotec PackMark's SLAs detail the main services covered by the agreement, when services are available, and costs involved. "We also determine the condition of equipment, if not new, and apply the highest quality standards and legal regulations. Customers' responsibilities are also defined and conflict resolution or complaint processes are set out," Pearce adds.

"Importantly, having an SLA in place reduces the number of breakdowns experienced on equipment, which reduces downtime and waste. Because regular service visits are scheduled, wearing parts are identified and replaced before they fail, meaning that equipment lasts longer and performs optimally at all times."

For day-to-day assistance, besides its regular service visits, Pyrotec PackMark technicians are available through the company's toll-free technical support helpline – available around the clock, seven days a week, throughout the year, and at no cost to customers – to assist with queries relating to its machines.

Another option is the company's dedicated OSS. "This is ideal for customers that have more than eight of Pyrotec PackMark's machines installed and require maximum uptime from their equipment. It's also good for those that do not want to take ownership of the equipment's operation and daily routine maintenance, or if they have a high staff turnover that creates an ongoing requirement for training," Pearce maintains.

A 12-month customised OSS contract ensures minimum downtime, rapid response should a breakdown occur, increased productivity, and efficient management of consumables. Services include general maintenance, start-up procedures, consumables management, and recording logs where possible.

"Keeping costs down and ensuring a return on investment is paramount in any production facility. Pyrotec PackMark's after-sales service offerings provide the peace of mind that effective and efficient support is easily and readily available," Pearce concludes.

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### **Pyrotec**



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