

Tech News

Professional Service Contracts and Your Bottom Line



Why You Should Consider Partnering with a Control Systems Integrator

The modern manufacturing facility is becoming an increasingly technical place. Most of the equipment that arrives in your plant contains high-end control and communication equipment designed to provide real-time performance monitoring, or direct connection to your business systems. Changes in purchasing behavior have opened the door to best-in-class manufacturing solutions that often integrate varied equipment from vendors all over the world.

But is your machinery working at peak effectiveness? Your current staff might be significantly leaner than it once was, or the diversity of the newer technology may present challenges for them. Sometimes your staff has responsibility over entire areas or plants where wish lists are put on the back burner, and you realize that you could benefit from outside technical assistance either right now or in the near future.

Agreements Help Improve Equipment Life

Entering into a Professional Service Contract with a knowledgeable provider is a great solution. These arrangements can help you maximize output and maintain the equipment you already own. Chances are that you have multiple agreements like this in place in your organization today.

Consider, for instance, your heating, ventilating and air-

conditioning systems. It is likely you have engaged a firm to perform quarterly maintenance including filter changes and visual inspections. This same

firm can enlist additional staff to perform higher-level maintenance services for you too. Doesn't it make sense to cover your actual product-producing equipment with the same type of arrangement? A full-service firm that has electrical specialists, controls engineers, and data services staff could be the perfect complement to your existing controls equipment, and your existing personnel.

Because of the nature of their business, control systems integrators have exposure to equipment and technology training beyond the average plant employee. These firms work across many industries and can often apply past experiences in ways that single-industry professionals may not consider. Their daily operations revolve around familiarity with systems design and deployment with the very type of equipment that your company either uses, or may need. Their in-depth experience not only brings a fresh perspective, but also a level of trust — trust in their innate abilities, and the trust developed as they work with your employees.

Other Company Benefits

The contractual relationship between you and a Professional

Service Contract provider establishes the intervals at which the provider's staff is onsite and fully dedicated to you. The contract also establishes guidelines for how the provider's different service groups will be utilized to give you the best possible support services. It also should offer solutions for flexibility with invoicing and with how to handle carry-over or overages in monthly service hours.

There are even financial benefits beyond the increased utilization of your equipment and systems. You likely will find qualified service providers who will offer you a discount for emergency or non-scheduled service if you have engaged in a Professional Services Contract.

You also will lower the burden on your in-house purchasing by decreasing the need to generate repetitive orders for minor improvement initiatives. Your backlogged maintenance and improvement initiatives will disappear, and your plant will run more efficiently.

For more information on how a Professional Service Contract can help your manufacturing operations, contact Joseph Snyder at Process and Data Automation at 814/866-9600 Ext. 221 or joe@processanddata.com for a FREE onsite consultation.