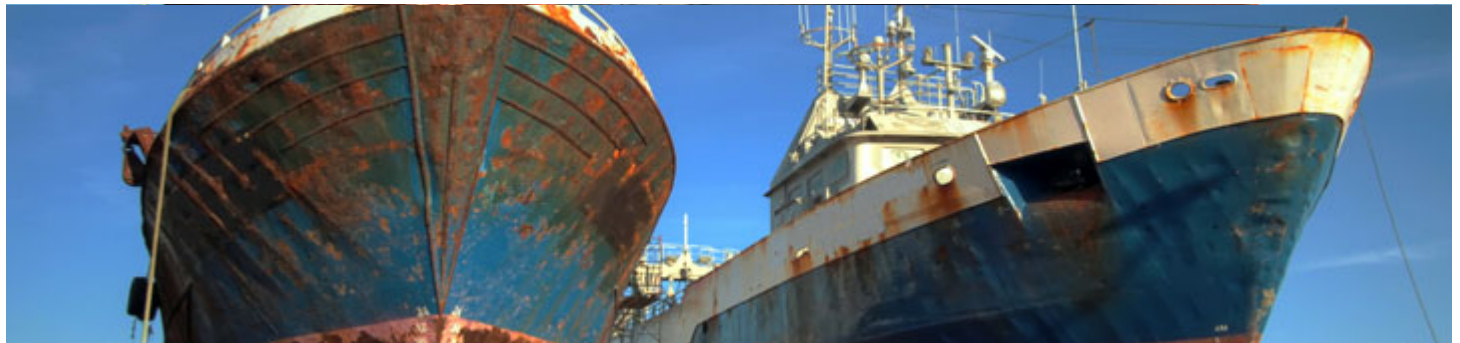




Summary

Industry:	Defence
Application:	Shipbuilding
Actual Saving:	£24,000
Payback Period:	Immediate



Dedicated Electronic Repair Workshop Saves Thousands

ISSUE

The on-site Service Centre at a large defence company received a call from their engineer looking for assistance following a conversation with the WITT Gas Engineer who had been called out. The mixing plant had stopped working and the alarm unit was found to be faulty - it was after all nearly 21 years old and the WITT engineer advised that unfortunately, they were unable to support the unit, but could provide a new unit for £25,000 on a 10 week delivery.

SOLUTION

After making contact with ERIKS Broxburn Service Centre, it was organised for the circuit board to be sent to Aintree Electronics - ERIKS in-house electronic repair centre - for assessment.

The engineers at ERIKS Aintree duly identified the fault on the circuit board, repaired it, and returned the board within two weeks. Broxburn attended Govan site and re-fitted the board, with a total cost of £770, a saving of £24k.

OTHER BENEFITS

- In-house technical support
- Significantly reduced costs for the customer
- Reduced downtime

FURTHER COMMENTS...

The customer was extremely pleased with the cost saving, with the added benefit of saving on the 8 weeks lead time from the original quote.

MORE INFORMATION

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know-how makes the difference