

# Service and Support



Want to know more?  
+44 1925 720 090

## Reliable, professional support, customised to your needs

### Reassurance through resource 24–7

Boulting have harnessed vast experience in systems integration, backed by extensive company resources and a professional approach to offer comprehensive, fast response 24-7 Service & Support packages.

### Supporting systems from legacy to the latest

Boulting service and support combines up-to-the-minute systems knowledge with unparalleled experience of legacy systems.

Our experienced, dedicated engineering team has the tools, knowledge and backing to get your system running again safely and in the shortest possible time.

With over 80 experienced systems engineers, we offer a wealth of vendor independent experience drawn from diverse industries, processes and platforms.

### Secure in our knowledge:

- PLCs, SCADA, HMIs
- Communications Networks
- Telemetry Systems

### Why choose Boulting?

- We have large company resources providing an extensive knowledge base for fast resolution
- Professional, dedicated team to get you running again safely and quickly
- Extensive product knowledge
- In-depth sector experience
- Simplified engagement
- Collaborative culture

### Core service

Support whenever you need it.

- 24 hour, 365 days a year call handling
- Guaranteed response times
- Next-working-day site engineer visit



### Enhanced service

As part of our enhanced service we offer a range of services in addition to the core service, enabling you to build a tailored package to truly suit your business needs.

And of course, we are always happy to explore alternative options for a truly bespoke package.

### Available Services

- Site adoption service
- Secure archiving
- Annual technical audit
- Comprehensive site report
- Obsolescence planning
- Risk mitigation
- Preventative maintenance
- Immediate engineer despatch 24/7/365

Boulting Technology, a strategic business of the Boulting Group, are the UK's leading supplier of Systems Integration, LV Assemblies, Telemetry and Industrial Networks. Partnering with leading vendors including:



Boulting Group, Boulting House, Firecrest Court, Centre Park, Warrington WA1 1RG

Boulting Technology T: +44 (0) 1925 720090 E: enquiry@boulting.co.uk W: www.boultingtechnology.co.uk

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