



PDS»
Infrastructure systems

Support Services

Keeping your system's
infrastructure running



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Collaborative support service

Working with you every step of the way to find the best service solution for your asset and financial needs, while maintaining an ever evolving and challenging infrastructure.

PDS understands the challenges of maintaining a complex and ever evolving systems infrastructure. We pride ourselves on providing a “one stop shop” approach with support and services available throughout your complete asset lifecycle. With 26 years’ experience of specialising in control system delivery and support, we have a long history of success in maintenance contracts across varied infrastructure markets. Markets range from Intelligent Transport Systems, Airports and Power Distribution, specialising on maintenance upgrades and enhancements of live high availability critical infrastructure systems.

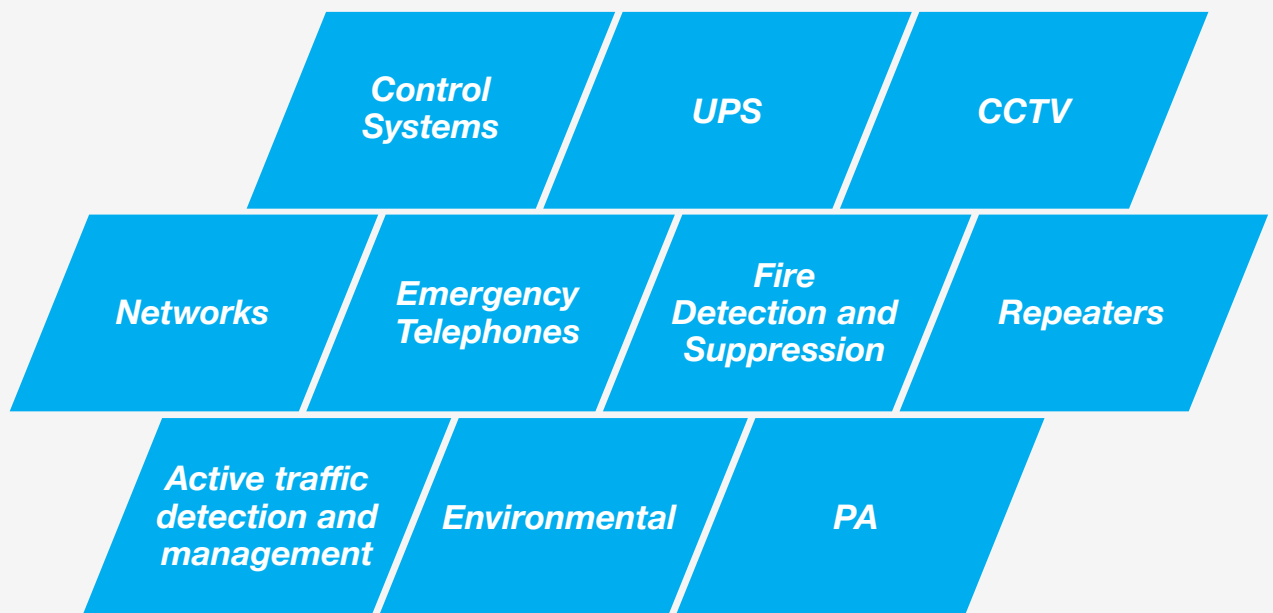
Every contract is different and we do not subscribe to a ‘one size fits all’ approach. Integrity, client satisfaction and exceeding expectations are very important to us, we don’t over promise and under deliver. We have built up a vast level of technical knowledge which guarantees valuable expertise across a large variety of specialist systems. Our teams are passionate about the benefits of effective communication and collaborative working, building on our values of honesty, integrity and commitment. We take a professional, friendly and accommodating approach with all the stakeholders in our chosen markets.



***Expert knowledge in Infrastructure
control systems, specialist sub-
systems and their integration,
backed by a support capability
unrivalled in our industry.***



Supported systems



Control Systems

SCADA
Lighting
PLC
Panel
BMS

UPS

Industrial
Commercial
Emergency Lighting
EMBS

CCTV

Incident Detection
ANPR
Interface
Codecs
Cameras
Switches

Networks

Switches
Repeaters
Protocol Converters

Emergency Telephones

Handsets
SIP Servers
Network
Interface

Fire Detection and Suppression

Linear Heat Detection
Interface
Smoke Dampers
Exhaust systems
Nitrogen Foam Control
and Monitoring

Repeaters

TETRA, GSM, UHF, VHF
Emergency RDS/DAB text
messaging break-in
Emergency wideband
FM/DAB voice break-in
Radio telemetry systems
Radiating elements
– Leaky feeders
and antennas

Active traffic detection and management

VMS signs
VAID
RADAR
Loops

Environmental

Pollution
Lighting
Gas Probes
Ventilation
– Fog/mist
– Windspeed
– Pressure
– Temperature
– Humidity
Sump Levels and flows
Diverter Valves

PA

Speakers
Amplifiers
Controllers
Interface





Dedicated system support department

At the centre of our business is a dedicated support team trained to deliver support and customer services unrivalled within our industry.

Responsible for the routine maintenance of Control Systems and a broad range of associated specialist sub-systems and technologies. These include Closed Circuit Television (CCTV), Public Address Systems (PA), Uninterruptable Power Supplies (UPS), Radio, Linear Heat and Pollution Sensor equipment. With the provision of 24 hour on call support, clients are assured of a high level of service and peace of mind from engineers familiar with your application.





Preventative maintenance

The primary goal of maintenance is to avoid or mitigate the consequences of failure of equipment. Planned and condition based maintenance help to preserve and restore equipment reliability by replacing worn components before they actually fail.

Equipment is maintained before break down occurs, recent studies have shown that Preventative Maintenance is effective in preventing age related failures. Planned maintenance regimes can be created for every asset, in line with manufactures recommendations or relevant industry legislation.

Benefits:

- Maximises system availability
- Efficient planning of maintenance and ordering spares
- Maintenance costs are distributed evenly
- Reduced necessity for expensive condition based monitoring
- Highlights any emerging or potential issues



Maintenance planning is essential to an organisation to protect against unscheduled failures which can result in downtime, disruption to services and significant costs to your business.





Reactive maintenance

System faults can have a major impact on the operational performance of our client's assets. The impact can be minimised with the following dedicated services.

24/7 Support and Callout availability

We provide the option for 24 hour telephone support 365 days a year with immediate response to site in the event of a critical fault and/or call-out request. Our dedicated single call-out number which automatically re-directs to our on call System Support Engineer, therefore guarantees a swift response to resolve critical issues as quickly as possible.

Remote dial in diagnostics

Remote dial in diagnostics provide an additional level of support. Our engineers are able to quickly access client systems, diagnose faults and perform general housekeeping without having the added time and cost of visiting site. This is a low risk solution with physical intervention required only when support is needed.

Benefits:

- Minimal down time
- Lower engineering rectification time
- Decrease in repair cost
- Reduced site based engineering requirement



Surveys and independent reports

Our dedicated system support department benefits from over 50 years of experience collectively, with each senior engineer having in excess of 10 years service within PDS.

With this experience comes the knowledge and the ability to conduct site surveys and issue comprehensive reports, along with recommendations and value engineered solutions in line with client requirements.





Tailored training packages

Our dedicated system support team are well versed in offering structured training along with supporting documentation for both Tunnel Operators, Maintainers and Engineers.

Training for our clients is key to enable swift and effective operation of the tunnel in case of an emergency or system critical failure. Both standard and bespoke training packages are available, with the level being driven by client and manufacturers recommendations and we are proficient at putting together the appropriate training package. This pays dividends when assessing and fault finding in conjunction with our telephone support in ensuring minimum disruption with maximum safety at the forefront.



Obsolescence management

Obsolescence notifications often create fear in asset owners due to the possible financial expenditure they envisage having to make.

However, with timely obsolescence management, system life can often be maximised and extended for many years.

Obsolescence management can also be used as an effective budgeting tool for clients, highlighting any potential issues i.e. if there's only one critical spare in stock and the item is being made obsolete, then additional spares can be purchased to accommodate any future failures.



Client references


We have built a very good working relationship with PDS at the airport over the last 3 years and have found them to be very professional, competent as well as responsive and reliable. This is backed up by very good reporting, recommendations and communication by their engineers and management team. I would have no hesitation in recommending them to other parts of the business.

— Accounts Director, Mitie Facilities Management

I would just like to say that, at all times you and your company acted professional and exceeded my expectations and the service you provided. I therefore thank and congratulate you for that, along with recommendations to use your company again.

— Data Centre Manager, Capgemini





**From the very beginning
start with us...**

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Infrastructure systems

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