

SCOPE OF SUPPLY

At Churchill Controls we pride ourselves on our ability to efficiently design and manufacture sophisticated industrial electronic products. Over the years we have specialised in radio and leased line telemetry systems, culminating in our flagship product *Data_Link 2000*.

However, we recognise that our customers don't want to buy telemetry systems. They have a ***problem*** for which they require a ***solution***. The problem may involve monitoring or controlling remote plant, and the solution may involve a telemetry system, but there are invariably other factors:

- **PROJECT MANAGEMENT**
Defining the requirement
Specifying the proposed solution
Sourcing appropriate suppliers
Managing the project from inception to completion
- **SYSTEM ENGINEERING**
Co-ordinating with the suppliers
Ensuring products from different suppliers interact correctly
Ensuring the system achieves the required functionality
- **CUSTOM ENGINEERING**
Sometimes off-the-shelf products need modification to meet the need
- **INSTALLATION**
Civil works, mechanical and electrical engineering
(co-ordinating sub-contractors where necessary)
- **COMMISSIONING**
Confirming that the system works!
- **MAINTENANCE**
Ensuring that the system continues to work throughout its life!

Churchill Controls are pleased to offer all of these services in addition to our range of telemetry products and instrumentation.

We don't just sell products - we sell solutions!

PROJECT MANAGEMENT

Churchill Controls are happy to help customers define their requirements by sharing with them our extensive experience of applications, products and instrumentation.

We can then help customers to prepare specifications by ensuring that the proposed solutions are both technically achievable and economic. Again, at this stage we can use our experience to recommend potential suppliers of any products and services required.

Finally, we can relieve customers of the need for managing the project by taking ownership of it from inception to completion.

SYSTEM ENGINEERING

Co-ordinating with suppliers can be a time-consuming activity, and confusing if one is not familiar with the technology. Our experience allows us to communicate knowledgeably with other suppliers and ensure that they provide the right products and/or services so that the complete system provides the required functionality.

CUSTOM ENGINEERING

Although we design our products to be flexible, so they can satisfy a wide range of needs, there are inevitably new applications which we have not foreseen. We will work with our customers to enhance the products to satisfy their needs.

INSTALLATION

We can take responsibility for all aspects of installation of plant and equipment. Although we do not undertake civil or mechanical work ourselves we have long-term contacts with numerous sub-contractors who specialise in these activities.

COMMISSIONING

We are anxious to prove that the equipment we supply actually performs as intended. In many cases different items from different manufacturers are not brought together until the system is installed on site. Commissioning thus embraces a variety of products and instruments which must all interact correctly.

MAINTENANCE

In many cases a system incorporating telemetry performs a vital function in maintaining services such as water or electricity supply. Any failure of the system may have serious implications, and need to be corrected without delay.

A design objective of all equipment is that it should be reliable. However, faults may occur, often due to external influences such as lightning and mechanical failures.

Our first level of support is a commitment to repair any goods returned to our factory as quickly as possible, and return them to the customer by courier.

If return to factory is impractical, we are often able to visit site at short notice to investigate and rectify problems.

Finally, for complete peace of mind we can offer maintenance contracts which ensure we carry all necessary spares so that faulty equipment can be replaced, and someone is available to visit site at short notice.

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