

Eagle Press Release



...Expertise in the Field

Eagle Field Service providing shortened response times for Haigh

Haigh have successfully rolled out a cutting edge service system to support their UK network of service engineers. The Eagle Field Service system, provided by EXEL Computer Systems plc, allows engineers to plan, respond, diagnose and provide real-time parts ordering for Haigh customers through a PDA system. Customers are set to benefit from this through shortened response times from the placement of an initial call through to rectification and removal of the associated administration hassle, resulting in minimal downtime of Sluicemaster and Incomaster disposal equipment.

The existing performance of the Haigh service team is second to none, however there is always room for improvement and customers are already seeing the direct benefit of this. There are many installations around the UK which date back 15 to 20 years, even more in some cases, so proper maintenance to prevent unnecessary replacement is increasingly important in an age where budgets are being squeezed. This system allows improved response and delivery to allow healthcare providers to focus on their customers.

Haigh Engineering service team specialise in Haigh equipment, they know the machines inside out and carry the spares required to resolve issues on the first visit. Haigh are also aware of all the latest Sluicemaster developments across the range that can be made to enhance the performance of the machines to benefit the customer. This PDA system is the linked directly to Haigh to ensure that the service levels delivered are to the highest possible standards compared to alternatives.

The benefits to Haigh are equally important, as it is integrated directly into the main company computer system, the removal of unnecessary re-keying of information and the instant status update of all work being undertaken is a major internal benefit, which in turn allows Haigh personnel to focus on supporting customers in the healthcare industry and reducing the opportunity of re-keying errors.

Nick Dale of Haigh comments "With thousands of sites using Haigh equipment across the UK, prompt support where the customer needs it most is of utmost importance. This development is delivering ever increasing levels of performance from the team here to the benefit of our customers"

Jonathan Orme from Exel adds "We are delighted that Haigh have selected and implemented the Eagle Field Service solution for managing their field based engineers. The system has been designed to grow and adapt as their business changes and grows, and we look forward to working with Haigh into the future."

Further information about Eagle Field Service can be found online at
<http://www.eaglefieldservice.com>