



Planned and Reactive  
Maintenance Solutions  
to Cater to the Needs of  
Your Building.



# Planned and Reactive Maintenance Solutions.

**As a leading supplier we can support any building or client with a planned or reactive maintenance solution.**

Regular maintenance is essential to ensure a buildings assets continue to operate efficiently and safely for as long as possible.

A buildings your heating, hot water and ventilation systems play an important role in the way your building operates.

This is why it is vitally important that regular planned maintenance and servicing is carried out. A system that runs poorly will not only cause an unpleasant environment for the building's occupants, it is also likely to be resulting in higher energy bills. A lack of maintenance also means you could be facing the very real risk of a complete system breakdown. This may result in building downtime, unexpected and unknown costs, and the potential of serious reputational damage.



# We can be there when you need us to be.



**With a 24/7/365 Planned and Reactive maintenance solution we can support any building or client with Hard FM provision in particular Mechanical & Electrical Services.**

At Kershaw we provide business focussed maintenance solutions to all of our clients across a wide variety of environments. We work across all market sectors and draw upon our broad range of in-house expertise to work develop the best maintenance solution for our clients.

We do not enlist a “one size fits all” approach, we believe instead in working with you to develop a personalised and tailored solution that provides you with the most practical planned maintenance solution for your organisation.

We take time to get to know your business and your unique requirements to ensure we can tailor a schedule that means your assets deliver at an optimum whole life cost.

# We will make sure you are compliant.



We will minimise the risk of reactive maintenance demand and we will make sure you maintain all statutory compliance standards.

It goes without saying that properly maintained assets and plant are much less likely to break down or fail, meaning less disruption for you, your operation and your clients.

We work in accordance with industry-standard maintenance specification SFG-20 – the benchmark for M&E maintenance, so you can benefit from the knowledge that your assets are in good hands. We use our experience to bring new technologies, techniques and systems to you, so you can focus on your own business.



# We bring industry leading service to our clients.

**We demonstrate our commitment to our clients by investing in the latest technologies and systems.**

At Kershaw we use state-of-the-art field management software, which connects the back office, mobile workforce and our clients – creating a simple, clear and streamlined workflow.

As a paperless system it enables our field engineers to plan and manage their day via an app – providing real-time updates and job tracking. The system means our clients get an elevated level of service, and the very best in Asset Management, F-Gas Compliance and general reactive, planned and installation service.



Kershaw utilise a CAFM package called Joblogic, our engineers are all issued with and carry smartphones which are pre-installed with the Joblogic mobile application used to plan their days.



The Joblogic CAFM system provides a conduit between our PPM Administration, Helpdesk and Engineer for all planned and reactive works.

The advantages of this system include;

- Paperless system enhancing green credentials
- Each job tracked for completion status linked to any KPI's
- Allows real-time completion status on each task
- Tasks loaded to the app are relayed to the engineer, including:
  - Task Details (PPM/Reactive description with unique assets numbers)
  - Task/Job location with GPS Directions
  - GPS tracking of engineers enabling an ETA to be provided to the client
  - Each job given a unique number for tracking and invoicing purposes
  - Allows live 'real-time' data analysis & Predictive Planning
  - Manages the workload of each engineer
  - Captures a history of the task
  - Pictures can be upload and site staff can sign off on completion
  - Task RAMS completed for health & Safety
  - Keeps control of van stock and materials

# We securely share, send and manage key documentation.

**The Joblogic cloud based system enables us to keep our clients up-to-date with documentation and correspondence in real-time.**

The Joblogic Portal enables us to securely share, send and manage key documentation on our contracts. The cloud-based system allows the remote transfer of documents such as;

- Engineers reports
- Statutory Certification
- Contractual Documentation
- Important Correspondence
- PPM Planners
- Call Out Procedures
- Monthly Reports
- Meeting Minutes



The portal notifies Kershaw that clients have received files with tracking and email alerts.

This ensures all key statutory documentation is shared and received without fail.

Kershaw partner with all our clients and having a transparent portal such as Joblogic available ensures that each and every contract is managed on an open book basis offering full visibility with availability of key documentation at all times from any PC, Mac or mobile device.

# We work with our clients to ensure minimum disruption.

We manage our routine maintenance at all times around the client and minimise disruption wherever possible.



We work with our clients to ensure Planned Preventative Maintenance is booked in well in advance and we never turn up unannounced.



Our engineers include registered Gas Engineers, Refrigeration Engineers, Skilled Electricians, Plumbers, Multi-Skilled Technicians and Qualified Tradesmen.



Our experienced team of engineers work remotely and have built up true local knowledge and high level of service for our clients.





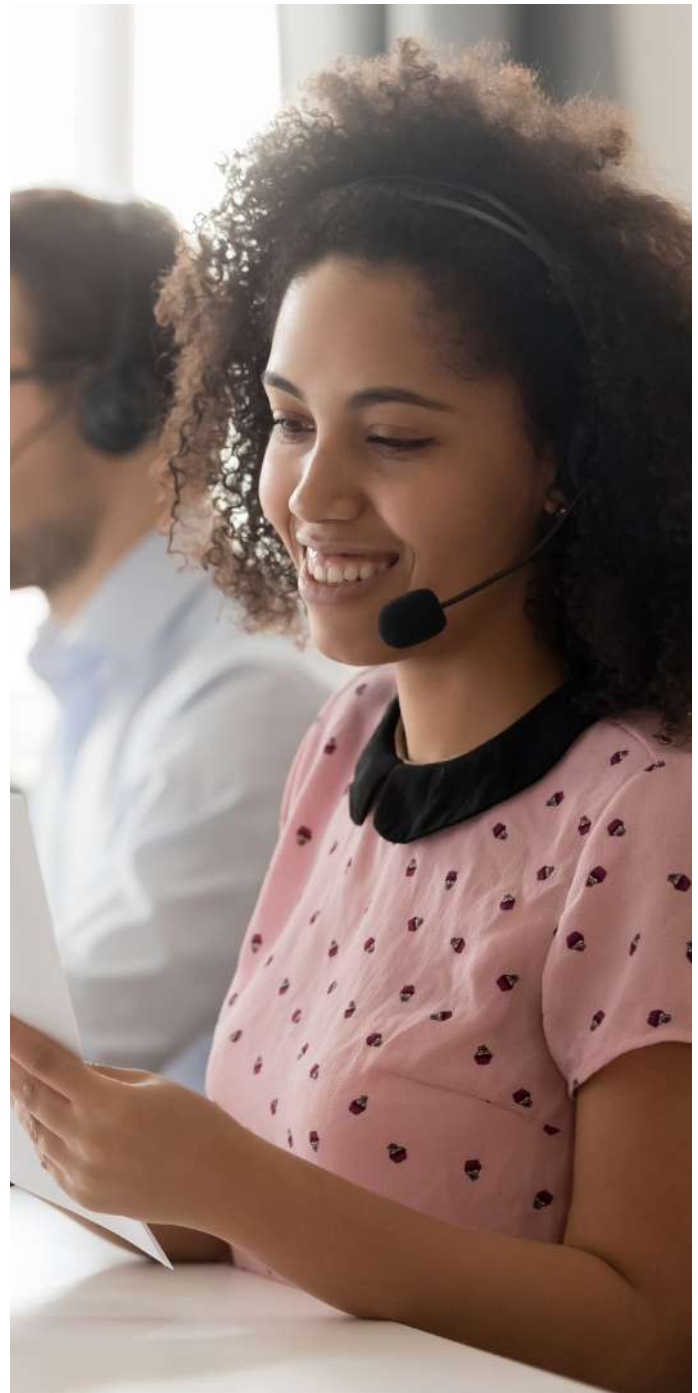
# We are only ever a call away.

**We offer and provide a fully integrated, in house Help Desk which provides 24/7/365 reactive call out facility to all our clients.**

Our trained, technical Help Desk personnel are ready to help at any given moment or emergency situation. We are there when you need us in any circumstance including loss of power, heating, hot water or in extreme circumstances such as fire or flood.

On an emergency call out our engineers will always make the area safe as a priority. Our engineer will then look to diagnose the fault as quickly as possible, mitigating any risk to the client and building then put in place a full resolution strategy.

All of our engineers are fully supervised by skilled, qualified technical personnel. Works are audited and as such standards of work are always monitored. We pride ourselves on our first time fix rates, providing value for money for our clients and ensuring site operational continuity is maintained at all times.



# Our Services.

Kershaw can provide the following services including but not limited to;

- Heating & Hot Water System Service & Maintenance
- Gas, Oil & LPG Appliance Service & Maintenance
- Air Conditioning, Chiller & Refrigeration Service & Maintenance
- Electrical Service & Maintenance (Lighting, Emergency Lighting, PAT, Fixed Wire Testing)
- Fire Alarm, Access Control, Intruder Alarm & CCTV Service & Maintenance
- Building Management Systems (BMS) Service & Maintenance
- ACOP L8 Water Treatment Regimes
- Automatic Doors & Barriers Service & Maintenance
- Lightning Protection & Man safe Service & Maintenance
- Emergency Generator Service & Maintenance
- Minor Project Works and Plant Refurbishment & Upgrades
- Local Exhaust Ventilation (LEV)
- Solar PV Systems  
24/7/365 Reactive Support with integrated helpdesk facility
- Roofing Maintenance/Gutter Cleaning and Repair

# Accreditations.





**Kershaw**  
Mechanical Services Limited

**Service and Maintenance Division**

Kershaw Mechanical Services Limited

Edward Leonard House

Pembroke Ave

Denny End Road

Waterbeach

Cambridge, CB25 9QR

01223 715818 · [www.kershawmechanical.co.uk](http://www.kershawmechanical.co.uk)

