

## Around The Clock Service

In today's competitive business environment, staying ahead of the game is the game. To do this, manufacturers need to ensure that their equipment remains effective and runs optimally at all times.

The overall performance of machinery and equipment depends on its Overall Equipment Effectiveness (OEE), which refers to a number of factors – the availability of the equipment, its performance rate, and the quality versus reject rate. In other words, each of these OEE factors relates to downtime costs. As we well know, downtime is a major hindrance to attaining manufacturing efficiency. It leads to hold-ups in manufacturing processes and creates a cascading effect that disrupts workflow.

At Pyrotec PackMark we provide a comprehensive portfolio of world-class coding equipment for primary, secondary and tertiary packaging requirements, which we support with a 24-hour call centre that's manned by our technicians. In the event of a breakdown, customers speak directly to a technician who, in most cases, is able to resolve the problem over the phone.

However, for customers with more than eight of Pyrotec PackMark's machines installed on your lines, our dedicated On-Site Service (OSS) is ideal for ensuring maximum uptime from equipment. It's also good if you do not want to take ownership of the equipment's operation and daily routine maintenance, or if you have a high staff turnover that creates an ongoing requirement for training.

A 12-month customised OSS contract ensures minimum downtime, rapid response should a breakdown occur, increased productivity, and efficient management of consumables. Services include general maintenance, start-up procedures, consumables management, and recording logs where possible.

Keeping costs down and ensuring a return on investment is paramount in any production facility. Pyrotec PackMark's OSS provides the peace of mind that effective and efficient support is on hand when needed.

To find out about Pyrotec PackMark's commitment to after sales support and rapid response to breakdowns or technical challenges, visit **[www.packmark.co.za](http://www.packmark.co.za)**.