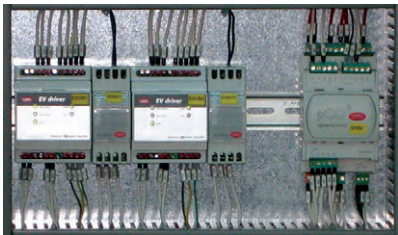


Accent credited with putting the customer back in control



Simplified control panel ensuring system reliability.

The computerised clearing room for a major credit card company was conditioned by Downflow Computer units. This area was critical to the company's successful operation but had suffered long standing issues over equipment tripping out and breaking down. The potential disruption that could result from malfunctions in the clearing process was unacceptable to the company and their customers.

Investigation.

Accent Services were awarded the maintenance contract, and during their rigorous initial PPM and critical inspection, came to the conclusion that the equipment itself was operating satisfactorily but the fault lay with the control panel. The panels, which were now obsolete from the manufacturer, were over complicating the correct operation of the equipment and

leading directly to the problems being experienced.

The Accent Services Solution.

A new control panel was designed and installed by Accent Services. This revised system met all the customer requirements without over stressing the equipment.

As a matter of course, the equipment was put through a comprehensive test programme and when found to be successful all the other units were converted to this new optimum specification.

Outcome.

Once conversions were completed, Downflow units operated constantly and reliably without malfunction, saving the customer time and money and greatly reducing any inconvenience.



THE AIR CONDITIONING EXPERTS

design & installation maintenance **repair**