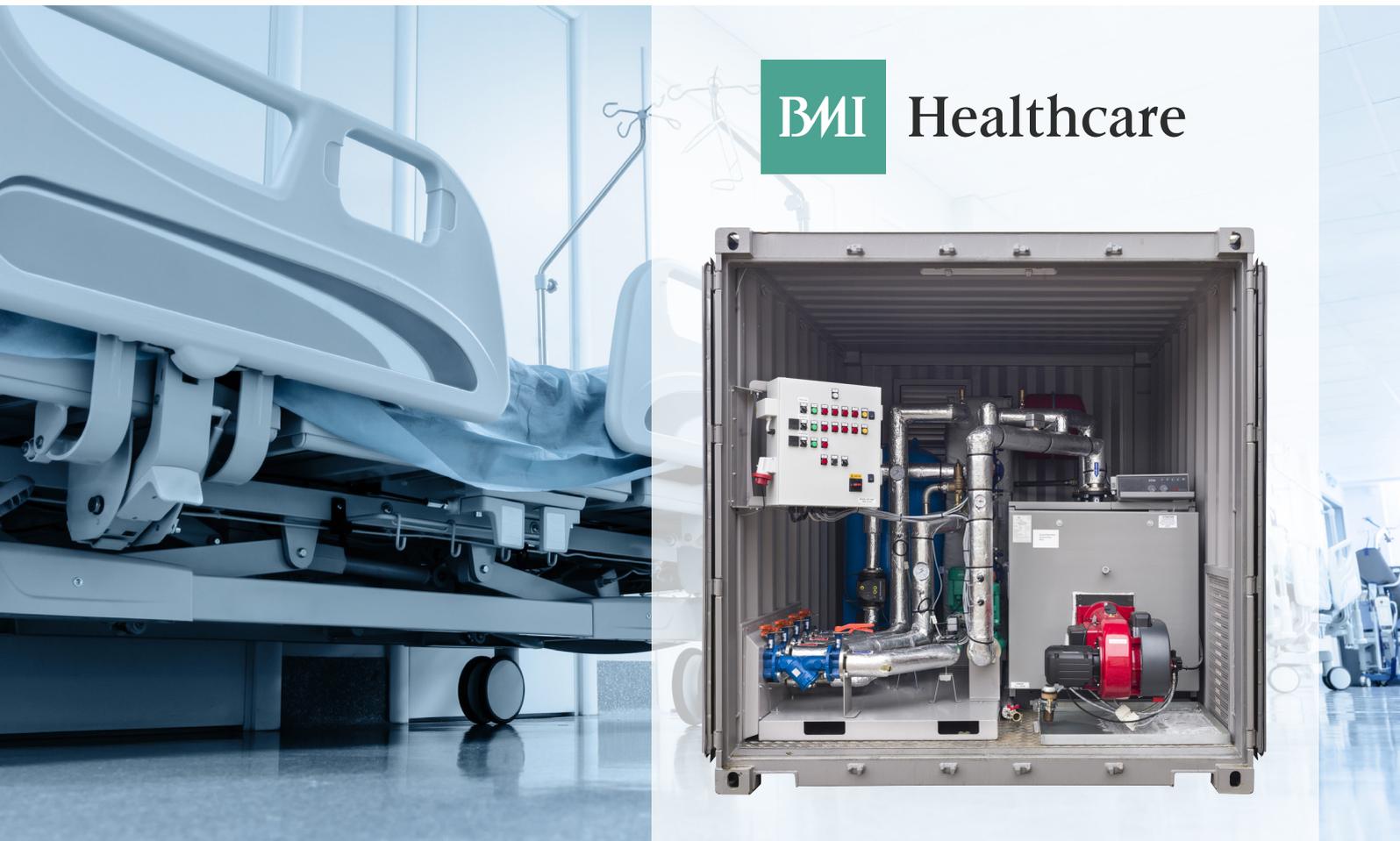




CONTINGENCY PLANNING AT WORK FOR BMI HEALTHCARE



BMI Healthcare

The Challenge

An old heating system failed at a leading BMI Healthcare hospital, leaving wards with no hot water and a potentially business critical situation. But the hospital's contingency planning and partnership with ICS Cool Energy meant that the technical team swung into action to restore full working order within hours.

“ The service we get from ICS Cool Energy is unbeatable and this is a prime example of the lightning speed of response that’s unmatched in the industry and helps make our business work. ”

Steven Buchan, Group Chief Engineer, BMI Healthcare

WE MAKE IT WORK

The Solution

A calorifier providing essential domestic hot water for a BMI Healthcare hospital failed, leaving wards and outpatients at risk and what could have been a major problem for the site’s engineering team. But thanks to ICS Cool Energy’s fast action, the situation was resolved within hours.

Thanks to the forward thinking at BMI Healthcare, a contingency plan was already in place which meant that ICS Cool Energy’s fast fix was super fast – as the site’s equipment and facilities had already been surveyed and assessed – saving precious time when there’s an emergency.

The speed of response was triggered by a call for help at midday, the vital boiler and equipment was delivered to site by late afternoon, and the technical teams set to work. By 8pm, the boiler had been installed and commissioned. Crisis over with the minimum of hassle and it was business as usual for the hospital.

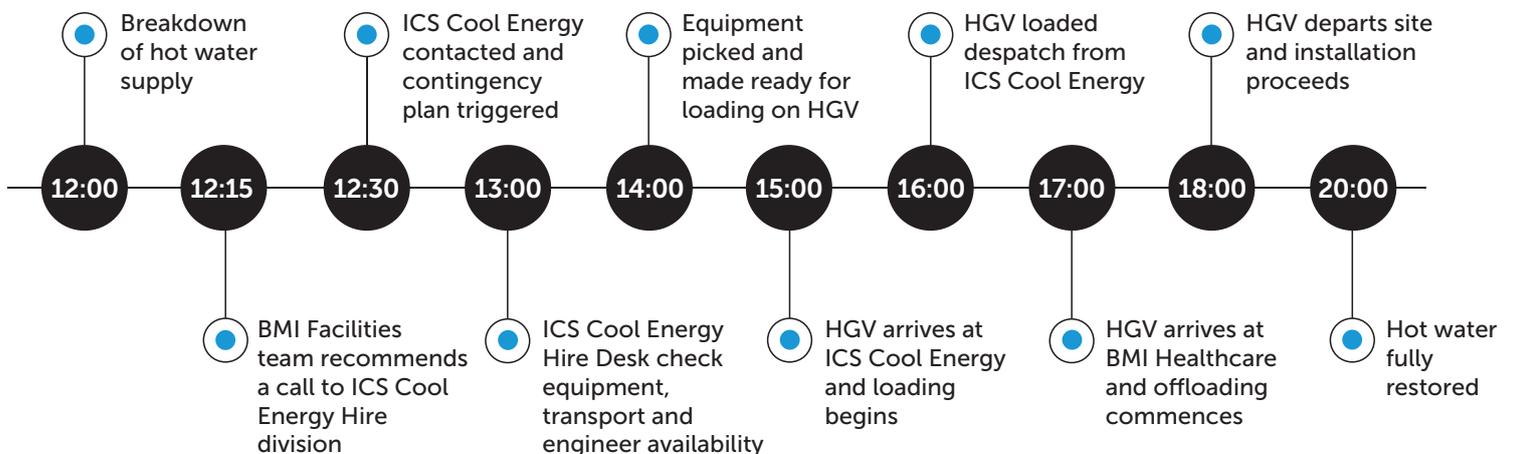
The Result

ICS Cool Energy’s hire, sales and service teams operate as BMI Healthcare’s preferred partner for total temperature control solutions – sharing information to provide a fully integrated ‘joined-up’ service.

Steven Buchan, BMI Healthcare’s Group Chief Engineer said:

“Healthcare is a demanding environment and reliable temperature control is life-critical. There are no compromises when it comes to hygienic heating and cooling and that’s why we choose to work with ICS Cool Energy. They really know their stuff, whether its emergency response, new equipment planning and installations and essential servicing. We rely on them across our estate and there’s no other supplier that can meet the full breadth and depth of our needs.

“This latest emergency response is another example of superb service and a supplier that really does go the extra mile.”



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