

## MARCH 2021 BULLETIN – HOW WE KEEP INDUSTRY RUNNING FOR MAJOR ACCOUNTS

### INTRODUCTION

ICS Cool Energy have a dedicated Major Accounts team at your service with a full understanding of what is required to keep your/your clients' critical temperature control systems operational.

They also understand that each requirement is very specific and that off the shelf options are not always the answer.

Supported by highly skilled and experienced regional Sales, Project and Service Engineers based nationwide the team are on hand to offer the best-bespoke solution for customers. No matter whether that is an emergency hire, a cost-effective long-term rental solution, a comprehensive contingency plan or full service/maintenance and capital sales support as necessary.

ICS Cool Energy's major account proposition is essential and unrivalled – with a Europe-wide network of Major Account Managers covering all industries.

When assigning an Account Manager to a business, for ICS Cool Energy, a major account is not necessarily defined as being a multinational with several offices, facilities, or production sites up and down the country – but a business which:

- A) has definite needs for process or facilities cooling and heating
- B) would benefit from a bespoke, specialist and clear account management approach
- C) operating in our "key industries served" remit

### KEY INDUSTRIES SERVED

ICS Cool Energy's Major Account Team has vast experience in providing temperature control solutions for Facilities Management, Hospitals and Healthcare, Governmental Organisations, M&E and Pharmaceutical, Food & Beverage Production. The hire team alone has completed over 30,000 projects over the last 30+ years.

### THE HIRE FLEET

Owning the largest hire fleet of temperature control equipment in Europe (500MW/£40Million worth of stock) means ICS Cool Energy are on hand for all cooling and heating requirements, both facilities (comfort) and critical process (for example MRI scanner cooling in healthcare or jacketed vessel temperature control in food and beverage production).

ICS Cool Energy can immediately provide managed accounts with:

Chillers from 3kW – 1.4MW (water cooled, air cooled, low temp)	Boilers up to 2MW with fuel management
Heat Pump Chillers	Electric Heaters
Fan Coils	IDF Heaters
Air Handling Units	Heat Exchangers
Dry Air Coolers	Packaged Process Temperature Control Units
Cooling Towers	Planned Preventative Maintenance Contracts
Cold Storage (down to -60°C)	24/7 Service Response
Portable Air Conditioning	Contingency Planning
Air Purifiers	Energy Efficient Consultation (Free Cooling etc.)

**PROCESS TEMPERATURE CONTROL SPECIALISTS.  
SALES. HIRE. SERVICE.**

Our International Offices: England and Wales: 0800 840 4210 | Ireland: 04692 52934 | Scotland: 01698 7445 40 | France: 01 60 66 80 83  
Germany: 0800 0116 0117 | Netherlands: 088 258 2580 | Belgium: 0800 29 110 | Austria: 01236 81 73 | Switzerland: 055 505 66 22

### PRIORITY RESPONSE TO ALL HIRE & SERVICE REQUIREMENTS

ICS Cool Energy's team of highly qualified service engineers (50+ in the United Kingdom) are on call 24/7 to ensure you have the back-up you need if your equipment unfortunately fails.

Their manned technical desk will look to resolve your issue remotely for speed, in instances where a fix isn't possible this way, they will visit your site quickly to ensure your downtime is minimised. Service vans are fully stocked with parts, as well as having full spare parts inventory in the UK, available for rapid despatch nationwide from the Southampton and Bradford depots.

With X-WEB, an analytical information-based system, engineers can dial into your chiller controller simply by using a web browser. The device allows for a 'black box' style monitoring of a system, whilst also allowing for the remote adjustments of operating parameters.

As a major account customer, your call will be prioritised in accordance, meaning your temperature control requirement will be attended to immediately and efficiently. You are also given a dedicated email address for ease of written contact.

### DEDICATED & SECTOR-SPECIALIST MAJOR ACCOUNT MANAGER FOR ALL COMMUNICATION

You will be assigned a dedicated account manager, who will have years of experience in your sector. The Major Account Manager will be your key point of contact for all temperature control requirements going forward, working closely with the hire, sales and service teams to ensure you receive the best solution for your own individual needs. They can schedule review meetings at agreed intervals to report on the business relationship between ICS Cool Energy and your company, this includes detailed KPIs, SLAs and revenue reports. Your Major Account Manager can also create tailor made Framework Agreements in line with supplier status (preferred & supplier).

### TECHNICAL SITE SURVEYS & COMPREHENSIVE CONTINGENCY PLANS

We can work closely alongside your local expert hire, sales & service engineer to visit, survey and offer temperature control solutions as a result.

Although a contingency plan cannot avoid breakdowns, by putting one into place ensures any impact can be minimised when disaster strikes for you or your managed client account respectively.

Your Major Account Manager will help you plan ahead with a site/application specific contingency plan to provide cooling, heating or power supply in the event of a failure.

[WWW.ICSCOOLENERGY.COM](http://WWW.ICSCOOLENERGY.COM)

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### **ENGINEERING, DESIGN, DELIVERY, INSTALLATION, COMMISSIONING, AND FUEL MANAGEMENT**

ICS Cool Energy's team of in-house design and project management team will work closely with you to ensure that your process cooling, heating or temperature control equipment is tailored to your site footprint, operation and production requirements. Wherever possible, recommendations will be made to save you energy and budget without compromising the quality of your output.

Every project can be completed so you can arrive at site and focus on your production without any hassle.

### **REMOTE MONITORING**

Our intelligent remote chiller monitoring software acts as your virtual engineer, so you can check your temperature control and cooling equipment from anywhere in the world. It allows you to observe your chiller or boilers operation and enables off-site access to interrogate system faults, helping to avoid costly production down-time.

To help protect our customers production facilities from chiller breakdowns, we monitor their chillers remotely on their behalf as part of their planned preventative maintenance programme. This means that we can fix faults on their behalf before they have even realised there is a problem.

The software which is fast and easy to retrofit gives remote access for up to four chillers on one account. It means instant control of issues such as temperatures creeping above desired control tolerances that could have an adverse impact on production and product quality.

- Monitor chillers and Boilers
- Set up temperature tolerances easily
- Administrate permissions of users
- Complete audit trail of alarms, temperatures, and user activity, 24/7
- Energy usage monitoring
- Alarms can be received by email or SMS
- Reporting tailored to your requirements

Remote monitoring will give you greater control and traceability. With secure, real-time information on the operation and running conditions of the plant machinery you'll be able to identify energy, cost savings and system inefficiencies before production is affected.

### **ENERGY EFFICIENCY CONSULTATION**

Businesses and healthcare providers are under pressure to reduce energy consumption and improve the efficiency of plant to meet legislation, protect the environment and minimise running costs.

ICS Cool Energy, as proud accredited members of the Carbon Trust, can undertake a chiller energy analysis, as well as saving clients up to 80% on cooling & heating costs with free cooling/heating solutions.

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A detailed overview and full report is produced containing equipment performance, efficiency and recommendations for system improvements including a payback period.

The Energy Efficiency Directive (EED) dictates that a Building Energy Audit is carried out every four years for large enterprises, along with regular air-conditioning inspections for capacities >12kW to meet the Energy Performance of Buildings Directive (EPBD).

ICS Cool Energy is committed to providing energy efficient solutions to improve and protect our customers' temperature control systems. We are dedicated to continuous improvement and best practice to deliver systems with the environment and our customers' profitability at the forefront.

Our technical expertise, energy analysis software and wide portfolio of solutions will help improve the energy efficiency of your systems and your temperature control whilst reducing your costs and minimising your risk of downtime.

Understanding the efficiency and performance of your cooling systems is crucial to reducing your maintenance, operative and energy costs.

Get in touch today to discuss our major account support solutions –  
**0800 840 4210.**