

NATIONAL SERVICE CENTRE

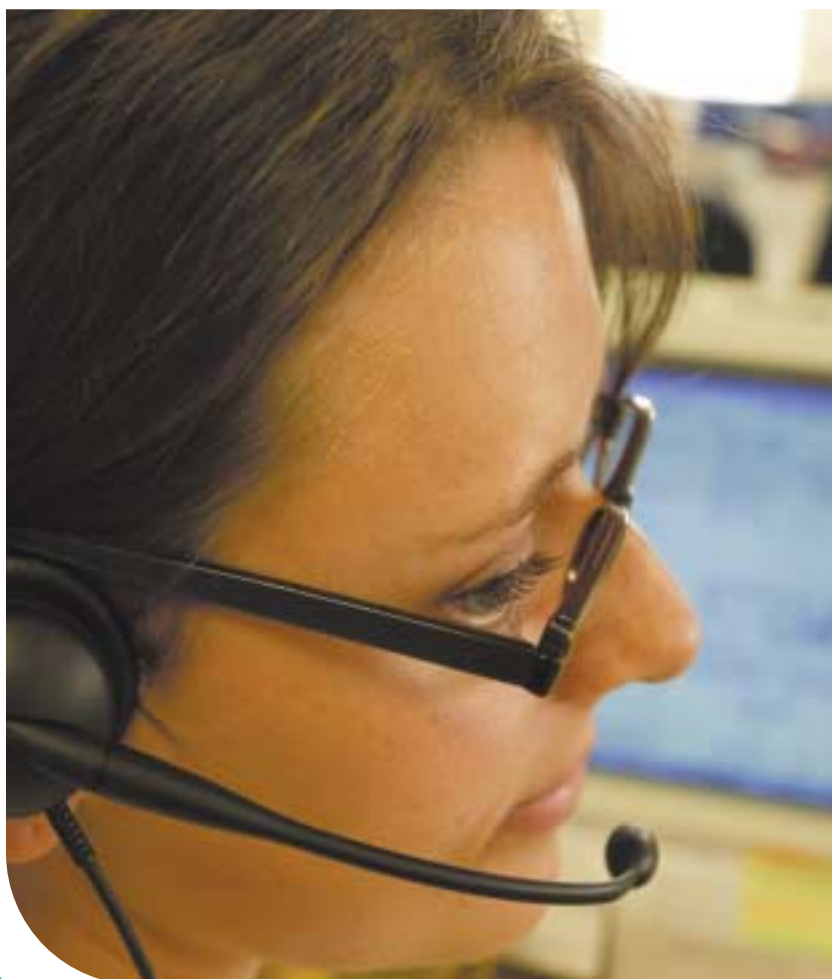
The National Service Centre (NSC) offers a comprehensive customer support service 24 hours-a-day, 365 days-a-year. The NSC is a one-stop-shop for all Romecc customers and has a highly trained and professional workforce waiting to deal with your call.

The NSC is at the hub of Romecc's facilities management services and is the main communication interface between the customer and Romecc's operational and support teams.

The NSC can track each call through to completion using the latest leading-edge technology and is also a diagnostic centre, providing remote support for many types of equipment faults.

THE BENEFITS

- > One telephone number for all customer calls
- > Remote support
- > Intelligent helpdesk with professional staff
- > All staff security screened to British Standards
- > Bespoke service
- > Leading-edge technology



Nationwide Facilities Management Services

HELPDESK

- > Customised to meet clients' demands
- > Intelligent helpdesk responds to problems immediately
- > Track and trace facility
- > Latest technology used in communication with engineers

BUILDING MANAGEMENT SYSTEMS

- > Remote diagnostics and support for Building Management Systems
- > Monitor and identify problems with heating and cooling systems
- > Ensure that energy is not wasted due to incorrect usage of systems

SECURITY SYSTEMS

- > Remote diagnostics for intruder alarm systems
- > On-line support to resolve calls without the need for an engineer
- > Remote management of systems

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For more information contact Romec at: www.romec.com



OHS 18001
Certificate Number
OHS82109



ISO 9001
Certificate Number
FS23121



INVESTOR IN PEOPLE

OTHER ROMECC SERVICES INCLUDE:

