



# SHP ANGEL

*Allow us to **S**upport, **H**elp and **P**rotect  
your Automation needs and requirements*

## Information Brochure

### North West of England

International Business Centre,  
Delta Crescent, Westbrook,  
Warrington, Cheshire, WA5 7WQ

### North Wales

The Academy at St John's,  
Station Road, Prestatyn,  
Wales, LL19 7HF

# Monitoring of Failures

SHP Angel® want to ensure that any issues that present themselves on your Control System are actioned and resolved within an efficient and timely manner. Keeping your plant healthy and online with minimum disruptions and production loss is key to the SHP Angel® support success.

We have a dedicated support service that can provide emergency 24/7 cover to your automation system. We are able to implement routine general maintenance support and improvement works that maybe required for your site.

The main aim of SHP Angel® is to identify problems and resolve them before they become an issue within your plant.



## Asset Life-Cycle with



**MAINTRACE®**

MAINTAINING TRACEABILITY

*Total asset lifecycle and total cost of ownership are available at the touch of a button.*

Maintrace® is a Computerised Maintenance Management System (CMMS) that is designed to simplify and improve the Maintenance and Traceability of your process plant assets and equipment.

Every physical asset goes through a life-cycle beginning with its conception and ending at its disposal. In every phase of the life-cycle numerous errors and mistakes can occur that leave defects within the asset to eventually leading to breakdowns, losses and wastage during operation.

Maintrace® allows you to schedule the maintenance tasks of your assets and can automatically calculate the recommended maintenance intervals. Time and financial resource reports are able to be generated based on individual assets and plant areas. You are able to produce and store all calibration records for your assets eliminating the need to adopt complicated filing and record keeping of numerous paper documents – previous maintenance and calibration history is available at the click of a button saving you time locating paper documents during audit periods.





# vs OEM

The part that an OEM plays is normally focused on supply and maintenance of their own equipment. However, with an OEM you are strictly limited to the opportunities for customisation. SHP® are proud to remain totally vendor-neutral. With no formal distribution or approved service partnerships with any OEM, we can always recommend and provide the right piece of equipment that is fit for purpose - within specification and budget.

With having fewer development costs and overheads compared to the OEM's, SHP® are often proven to provide a more cost-effective, and timely response in comparison. This is reflected by our customers positive response, and helps us maintain ***a reputation in control***

## Engineering Expertise

Our Automation Guardian Angels are all industry timed-served and have a vast knowledge of automation and process control. Our team keep up to date with the knowledge, advancements and trends within the industry. We can support the legacy of past and offer improvement solutions that can bring you to the present.

A key strength is our exceptional experience and ability to construct a turn-key solution that best suits each customer's specifications. Our engineers focus on costs of failure caused by system downtime, cost of spares, repair equipment and personnel.

## Research, Development, and Workshop Facility

SHP® are proud to have a dedicated workshop with R&D test facilities. This is equipped with a vast array of OEM solutions. SHP® can develop, integrate and test with actual equipment as opposed to simulation alone. We find more customers are utilising this facility to deliver bespoke solutions that satisfy their process control, automation and improvements.

Our R&D ability could help your site become more efficient and improve product quality and repeatability.

## Which of the packages is best for your company?

Support Elements	Raphael	Gabriel	Michael
Hourly rate discount from standard rate	20%	30%	40%
Hours credited to your account each month	0	12	30
Hours can be used for Breakdown, Call Out, General Maintenance Support and Improvement Works		•	•
Hours unused to automatically roll over to the following month <i>(All credited hours must be used within the contracted terms and conditions – No refund or reduction is offered for any unused contract term hours)</i>		•	•
Additional hours required can be purchased or utilised from other months allocations	•	•	•
Full initial control system survey and diagnostics <i>Detailed reports on findings and faults that require attention</i>	•	•	•
Diagnostic and Health Status Visits	Quarterly	Quarterly	Monthly
Quarterly report on all Visits <i>Maintenance issues found and resolved</i>	•	•	•
Full Control System Server Backup including Disaster Recovery Plan	•	•	•
Dedicated SHP® Secure Server Space for Complete Backup	•	•	•
Incremental Control System Backup(s)		•	•
Full Access to SHP® Loan Servers and Equipment Spares <i>Free use of our control system 'courtesy car' whilst we fix your equipment</i>		•	•
Online Access to SHP Angel®	•	•	•
Asset Tags for your Automation System on Maintrace® <i>Further Tags for additional equipment can be purchased at your discounted rate</i>	0	50	250
24/7 Emergency Support	Next Working Day Response to site	Same Working Day Normal working hours response to site	4 Hour Mobilisation to site
Lunch and Learn Workshop for your Automation System			•
Discount off all SHP® Training Courses	20%	30%	40%

### Time Allocation:

*Emergency out of hours call out – Initial deduction of four (4) hours at prevailing rate*

Normal Working Hours	Monday to Friday from 08:00 to 18:00	1 hour deducted
Weekday Additional Hours	Monday to Friday All other times	1.5 hours deducted
Weekend & Bank Holidays	Saturday, Sunday & Bank holidays All day	2 hours deducted

*All SHP Angel® Support Packages will be under a 12-month Contract – This will be paid Quarterly in Advance.  
Any additions will be charged by separate order/invoice, or billed with the next Quarter*

# About Us

We are a privately owned family business that is based in the North West of England, specialising in all aspects of automation, instrumentation and electrical control systems.

Established in 2003 as an onsite service provider to the process automation and control industry, we have evolved into a leading multi-skilled control systems integration company.

SHP® Automation Limited is a well-established company that focuses in a diverse range of industrial sectors including:

**Chemical / Petrochemical / Oil & Gas / Offshore / Pharmaceutical / Food / Utilities / General Manufacturing**

We provide a comprehensive portfolio of services to satisfy our customer's control and automation requirements which include: **System Design and Build / Onsite and Ongoing Maintenance Support Services / PLC, SCADA and DCS Integration / System Migration and Consultancy / Electrical Control & Instrumentation Supply and Repair / Automation and System Training / Bespoke Panel Builds**



*Visit*

***[www.shpautomation.com](http://www.shpautomation.com)***

***for more information***

*scan the QR code to open the website*

**Tel: 01925 717444**

