



Superior service and support drives improvements in laboratory productivity

Utilising PerkinElmer's technology in organic and inorganic analysis, Chemtest deliver consistently high standards in environmental analysis. With their laboratories providing tens of thousands of results a day, maximising instrument uptime is critical

to meeting client deadlines. Having a service contract from PerkinElmer, covering all analytical instrumentation, provides Chemtest with the assurance that sample throughput will not be compromised.

Superior Service Drives Competitiveness

As the UK's premier contaminated land laboratory, Chemtest are focused on maintaining market leading service levels to their clients. Meeting >98% of turnaround times across all service levels (including 24 hours and three working day turnaround)

Chemtest needs to work with a partner who understands their operational challenges. Combining reliable instrumentation, quality consumables and efficient servicing and maintenance, PerkinElmer maximise instrument uptime. By ensuring sample throughput is optimised to meet the varying project turnaround times requested by clients Chemtest are able to maintain and grow their market leading position.

Maximising Laboratory Productivity

The fast response rates, skills and expertise of PerkinElmer's engineers helps Chemtest to maximise laboratory productivity as systems are back on-line with minimal disruption to the work flow. Having a service contract for analytical instrumentation throughout the laboratory (including ICP-MS, ICP-OES, GC, GC-MS, LC and IR) ensures instrument capacity is maintained, regardless of any unexpected breakdowns.



“Having a service contract in place is critical to our business as we can’t afford system downtime. We rely on PerkinElmer to ensure our instruments are maintained and run at their maximum capacity.”

Kevin Hempson, Finance Director, Chemtest Limited.

THE VALUE OF SERVICE & SUPPORT

Today, there is often a choice of servicing options for customers.

Chemtest looked at alternative service and solutions providers but after evaluating a number of different options they chose to stay with PerkinElmer. Darrell Hall, Laboratory Manager, commented, “The service has always been excellent, even when we had only a few instruments. PerkinElmer were not the cheapest, but the small price difference is worth paying when you consider the level of service and support we receive.”

As a complete solutions provider PerkinElmer provide an all encompassing range of services including applications development, trouble shooting and training, in addition to servicing and equipment maintenance.

Company: Chemtest

Position: They are the UK's premier contaminated land laboratory, serving as environmental analysts to the construction, remediation, consultancy, geotechnical and government sectors.

Business: Analytical Testing Laboratory

Programme Details:

2004: Expanded analytical capability by increasing the number of Clarus GC, Clarus GCMS, TurboMatrix HS, Series 200 LC and ICP ELAN DRC-e systems.

2007: Beta test site for Clarus 600 GC.

2009: Renewed service contract for 3 years and signed 2 year consumable contract.

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Printed in United Kingdom