



# SERVONEER™

## TECHNICAL SERVICES

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LEADING SERVICE INNOVATION

[www.servoneer.com](http://www.servoneer.com)

**SERVONEER:**

# Serving Innovation

Welcome to Servoneer, the innovative integrated technical services provider for businesses worldwide. At Servoneer, we have a passion for what we do—which is to break new ground in the never-ending search for novel technology and the latest innovation to help your business be even more successful.

Our extensive knowledge of the international technical services market comes from our experienced team, who will help you become even better at what you do. In addition, we have an established global network and an in-depth coverage of world class trading sources. We can exceed your expectations through providing working solutions to your individual business needs.

## Industrious In Serving Your Industry

Whatever your industry, Servoneer serves you.

Oil & Gas

Hydrocarbon Processing

Renewable Energy

Chemical Processing

Infrastructure

Mining and Minerals

Metals

Marine

Power and Water

Water Reclamation

Cement

Transportation, Shipping and Logistics

Food and Beverages

Pulp and Paper

Construction

Machine Making

Automotive

Healthcare, Safety and Environment

Pharmaceuticals

Data, Communications and Monitoring

Process Industries

Aviation

Field Operations and Maintenance





## Core Services

At Servoneer, we offer services in these key areas:

Sourcing, Procurement, Installation Operations and Maintenance For Industrial Electrical, Hydraulic and Pneumatic, Automation and Robotics, Process Equipment and Instrumentation

Plant and Field Commissioning, Installation, Revamping and Optimisation

Utility Services

Engineering and Technical Services

Environmental, Health and Safety Consulting

Comprehensive Inspection and Testing

Site Services with Production, Operations and Maintenance Support

Consultancy and Engineering Services

Training

## Plant and Field

Stoppage time is costly—prohibitively so. At Servoneer, we approach this problem from every angle. Prevention takes centre-stage in our approach to business. A potential error remains a mere potential—if it is anticipated. We are vigorously proactive in our policies, use of quality products and our highly-skilled staff, meaning that we eliminate many of the issues that cause stoppages from happening in the first place. Add in our careful maintenance, troubleshooting policies and failure analysis systems, and you have a comprehensive coverage that eliminates all but the most unlikely possible reasons for downtime.

Servoneer audits, inspects, evaluates and maintains operations in all areas of a plant. Whether it in electrical and mechanical, or complete plant evaluation, we identify, target and repair, preventing the worst before it happens. Additionally, we also support pollution control, automation and control, and erection and commissioning services. With Servoneer, your operation is always better served.

## Spares, Replacements and Testing



Everything ages. Wear and tear in normal operation is all part of daily operation, but the key is supplying the right parts and at the right time. Whatever your spares need, Servoneer serves you quickly, precisely and cost-effectively before that stoppage occurs. Through our audits, we are able to easily identify your specific equipment needs, matching the right part with the right function exactly, whether it is OEM or third party. Each time we audit or suggest changes to your system, at Servoneer, we commit ourselves to ensuring that what you need is exactly what we deliver.



## Master of All Trades

Think Servoneer, to serve you in your technical service needs. We are confident that Servoneer can offer you the highest levels of quality in both product and service. This means your business will never need go anywhere else after dealing with us. Your needs are many, but our services match your requirements at every stage: we design, engineer, commission, manage projects and supply equipment, as well as carrying out your environmental compliance requirements, and moreover, integrating them flawlessly.

Servoneer serves you with absolutely everything you need to design, assemble and operate a new operation, or improve an existing one, successfully. We are able to ensure that from initial concept through to start-up, or in revision, your business will be extremely well-designed, and simplicity itself to run—all at the lowest possible cost. Our commitment to serving you with the best technology available in the market, added to our depth of expertise, mean that you will achieve the highest possible quality of production.

## Servoneer Service Pledge

Servoneer is at the forefront of technological enhancement. We are committed to adapting advances in technology to the needs of your business by not only having our own tech people, but also by partnering with suppliers who share our vision. Added to this is our commitment to customer service from the

moment you first contact us to after sales in the months and years that follow from delivery and/or installation. We aim to serve you quickly, comprehensively and cost-effectively, whether your need is design, installation, maintenance or service contracting.





# The Servoneer Key Values

At Servoneer we promise to satisfy you in everything we do; at Servoneer, we aim to serve.

To do this, we measure how good our service is in each individual case by the application of five simple criteria that we can achieve, and you will appreciate. These are our values to live by—and to do business by:

## ANTICIPATION

We anticipate what, where, when and how you need something we offer. By listening to, and perceiving the needs of our clients, Servoneer has always ensured that we understand how you think and how you work. Our people have many years experience doing this. They are industry professionals who will always work with you and your business aims.

## IMAGINATION

Imagination costs nothing, yet it is sometimes hard to find when you need it most. At Servoneer we pride ourselves in thinking differently. While we pride ourselves in the beauty of simplicity in solving problems that seem insolvable, our team has the ability to see above and beyond the current problem, by anticipating areas you may not have considered. Imagination won't cost you, but the lack of it might!

## INNOVATION

'New!'; 'Brand new!'; 'The latest!'—you hear these words repeated like a mantra, but innovation is more than making sure you have access to the best in new technology and methods; innovation is about making things work in better, more useful ways. We ensure that when you work with Servoneer, innovation is more than just what is new.

## CONCISION

Thousand-page reports; tortuous meetings; hours of empty sales-talk—precisely what you do not want. At Servoneer we pledge brevity, simplicity and clarity at all stages of any job we do. We say what we mean; we say it effectively; we say it simply. We do not waste your valuable time.

## PRECISION

'Quality' is a word you hear everywhere; a state that all companies have mastered—so you are led to believe. As you know, this is often far from the truth. At Servoneer, quality means precision: precision in the materials; precision in the service; precision in the process, and precision as a result. At Servoneer, quality is a result, not empty words.



## Operating and Maintaining Your Business

Running and maintaining a business as complex as plant management means a substantial invest in processes that are always ready to fail, and therefore cause unexpected and unwelcome costs that negatively impact your profitability. The answer of how to turn this variable cost into a fixed cost is relatively simple: outsourcing. Outsourcing is one of the most cost-effective ways to run your business in so many areas. Servoneer's record in plant operation is second-to-none, and so an operation and maintenance (O&M) agreement with Servoneer addresses fundamental business principles

regarding your cost-effectiveness and quality.

By setting up agreed starting parameters, we operate your plant ensuring that your output is at the optimum level and at a level of quality that will satisfy your customers' every requirement. The Servoneer operation guarantee means your fixed costs are a far clearer indication of where your business is heading, without the pressure of you having to ensure your plants are operating at their full capacity. Servoneer empowers your business functionality and profitability.

## Upgrading Your Operation

Upgrading is never easy. There are always considerations of stoppage time from the disruption of production, precise needs regarding new equipment, whether from connectivity with existing parts, space issues, or in matters such as environmental legislation.

At Servoneer, we supply the right solution to the specific

area of concern. Our specialists have wide and in-depth experience of all aspects of plant operation and are quick to assess what it is you really need at any given time. Also, as we are backed by an impressive network of partners and affiliates with superb logistical connectivity, we can assess, quote and supply, promptly and cost-effectively.

## Training Your People

We at Servoneer believe that training is fundamental to successful business. Continual training of our people has always been at the heart of our own business success. This is why Servoneer makes a priority of making training sessions and discussion seminars in a full range of subjects that relate directly to your plant's day-to-day operation.

Whether you require more generalised training in health and safety, or customised plant operation, production and maintenance instruction, Servoneer has the technical and pedagogical expertise to ensure that not only do your staff benefit from the latest technical specification knowledge, but

have an enjoyable educational experience in doing so, through our use of some of the best trainers around; trainers who not only know their subject but through use of memorable and interesting activities and proven methods of testing, make sure that your people get the most out of their training time, both in work and at home. Our trainers work diligently for you.

Servoneer serves to not only improve your employees' knowledge, but also help you improve efficiency, quality and levels of competence in your operation, as well as making further cost-efficiencies through improved staff retention levels.

## Automation and Process Control

At Servoneer we have been involved in automation and process control for a number of years. We conceptualise, design, engineer and manage industrial operations and processes in initial start-ups and existing plants. We also engineer and distribute components and systems and offer engineering, electric and electronic services for the automation, measurement and process control industries, having our own engineering centre, a global network of suppliers and superb logistical shipment and delivery system.

Servoneer serves you with complete solutions that require automation design, processes and machinery for the following product areas:

Packaging  
Food and Beverages

Metal and Mineral Mining, Processing and Refining  
Pulp and Paper Creation  
Cement Manufacture  
Machine and Automotive Manufacture  
Steel and Aluminium Refining  
Oil and Gas Refining  
Pharmaceutical Product Creation and Packaging  
Chemical and Petrochemical Processing and Manufacture  
Power Generation and Distribution  
Water Processing and Handling  
Wind Turbines  
Robotics  
Hydraulics and Pneumatics

## EPIC Services

At Servoneer, our reputation as a leader in delivering engineering, procurement, installation and commissioning solutions for your business is solid. Whatever EPIC solution you need, our experience with oil & gas, chemicals, petrochemicals, power and water utilities, minerals and

metals means that you need look no further in your search for the best industry can provide. From the smallest operation to full turnkey projects, our EPIC capability covers every process and product you can imagine.

## Industrial IT

Industrial IT is essential for the optimum performance of your business. Servoneer offers a range of IT solutions that encompass process modelling, simulation and optimisation, enterprise intelligence solutions for more secure and more reliable operations, planning and scheduling, real-time operational intelligence, electronics procurement and trading and asset management as part and parcel of our eclectic portfolio. At Servoneer, we serve IT so IT serves you.

## Life-cycle Services

Servoneer offers the full range of life-cycle services that include feasibility and network studies, financial engineering, design and all levels of preventive and corrective maintenance as well as performance enhancement programmes, service agreements and training. Whatever service you need, Servoneer serves.

## Everything You Need for Your Business and More

We supply all this—and more:

Operator Panels and Drive Systems • Integration Measurement and Automation • Pressure, Level, Temperature and Flow Analysis Components • Recording Systems • Programmable Inductive Proximity Sensors • Gas and Steam Turbines • Electric Drives • Control System Modules and Relays • Transport and Process Applications • Power Generation and Distribution Planning, Finance, Engineering • Power Optimisation • Transformers • High, Medium and Low Voltage Distribution Switchgears • Substation Automation • Energy and Water Management • Water Treatment For Injection and ReInjection • Water Treatment • Reverse Osmosis Systems • Flow-Back and Pipeline Services • Support Equipment and Services • Safety and Control Components • Analysis and Recording Systems and Components • Level, Flow and Pressure Sensors • Transducers, Pressure Position, Safety, Flow and Level Switches and Micro-Switches • Micro-Plcs • Emergency Stop and Relay Sensor Technology • Control and Communication, Motion Control and Operating and Monitoring Equipment • Solid-State Relays • Micro-Motors • Pneumatics • Gear-Motors • Frequency Inverters • Servo Gear Units and Geared Servomotors • Drive Systems For Decentralised Installation • Touch Panels • Circuit Breakers • Compact and Modular Plc • Human-Machine Interfaces • Rail-Mounted Terminal Blocks and Block Systems • Rail-Mounted Terminal Blocks and Systems • Barriers • Isolators • Displays • Multiplexers • Process Distributed I/O • Ex-Protection Process and Solenoid Valves • Pneumatics and Flow, Level and Temperature Control • Incremental, Absolute, Bus, and Linear Encoders • Industrial Strength Networks • Rugged Switches • Routers • Wireless Serial Devices • Servers • Pull Rope Emergency Switches • Rotary Speed Monitors • Arc Detection Systems

## Let's talk

If you would like to find out more about our products and services, please contact us.

For General Inquiry/Information (USA & International):  
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For Technical & Engineering Services:  
[process@servoneer.com](mailto:process@servoneer.com)

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Servoneer Technical Services is a department of

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