

AFTER SALES SUPPORT



Support overview

With school children (and teachers) needing nourishment to maintain their health and performance, school kitchens and dining rooms need to run smoothly and efficiently. That's why we put as much effort into ensuring that we provide the highest quality after sales support as we put into delivering the best system in the first place.

Help desk

Our Help Desk is available from 8 a.m. to 5 p.m. on every school day and is manned by a team of specialists who know all the ins and outs of our system and who have come across just about every problem or query a client might have. Should your particular query test their knowledge and understanding, they also have immediate access to the engineers and system architects responsible for designing and building Impact. Most calls they receive are operating inquiries that can be dealt with quickly and simply over the phone, e.g. "I want to set up a healthy eating points scheme for the first time." For more obscure or challenging inquiries there is a modem link giving us remote access to your system and allowing our team to diagnose your problem and walk you through the solution while they are looking at the same screens that you are working on. The modem link also means that it is easy to download software upgrades accommodating the latest Impact developments.

At the end of the year they are there to help you do your year end database adjustments: archiving old data and updating the system for school leavers, new intake and changed years and classnames. Should it transpire that there is a problem with a piece of hardware: PC, POS terminal or Revaluation Unit, they will log the problem and arrange for a prompt visit by an engineer to resolve it.

Maintenance

Our maintenance contract covers parts and labour for all the equipment supplied as part of the system (except for the printer, which is covered by the manufacturer's warranty). In the event of hardware failure, we set out (and almost exclusively achieve) to have it repaired or replaced by the end of the following working day. To this end we have a fleet of cars out on the road dealing exclusively with Impact. Their role is to ensure the full operation of our clients cashless catering systems and to deal with all repairs and replacements quickly and efficiently. While we endeavour to ensure that our system provides the best hardware and software available, after-sales-support is the keystone to our clients continued peace of mind and to our continued success in the field.

The first year of our support and maintenance package is inclusive in the price of an initial installation.



Credentials

- UK market leader
- Over a million users in more than a 1500 schools
- Founded in 1963
- 4 owner/directors with over 80 years experience
- First school system installed in 1993
- Highest quality hardware and software
- Total commitment to after sales support
- Open, flexible solutions
- Biometric, card and cardless solutions available
- Offices in Edinburgh and Durham. Cunninghams offices in Birmingham, Belfast and Nairn

Testimonials

"We've worked with CRB for the last 5 years and they have proved to be an able and effective partner. Impact is a very robust and mature system that manages our cashless service with ease. We have looked at many similar products but no company could meet our needs with such flexibility. I have no hesitation in commending CRB for great service and a great product."

Brendan Murphy of Glasgow City Council

"The system is in 23 schools and is proving hugely successful, increasing revenue by 15% to 20%."

Bill Kennedy of Tayside Contracts

"As a three star local authority, we are proactive and progressive in our approach, and only work with suppliers who have the same attitude. With CRB, not only do we have a supplier that shares our enthusiasm for customer service, they are also generous with sharing their knowledge and expertise. The excellent training and support offered by CRB, made sure that we are all competent and confident when using the equipment."

Colin Ranson of Sunderland City Council

Sales Enquiries

For Scotland, Northern Ireland and the Republic of Ireland contact David Swanston
dswanston@crbsolutions.co.uk

For the North East of England contact Russell Hawes russellhawes@crbsolutions.co.uk

For England (excluding the North East) and Wales contact Alan Vigers at
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Or visit our website at www.crbsolutions.co.uk or contact our head office on 0131 440 6100 to discuss your requirements.

