

NOVEMBER 2020

PNEUMATIC TUBE SOLUTION

New installation of Hanter MVX PC Monitored System.



CASE STUDY

Customer:
Werribee Mercy Hospital, Aus

THE CUSTOMER AND THEIR REQUIREMENTS

Replacement of an existing installation

Werribee Mercy Hospital is a general hospital providing comprehensive care in the southwestern region of Melbourne. The hospital provides emergency, surgical, medical, sub acute, mental health, palliative, maternity, and newborn care, as well as renal dialysis.

How did the solution/system help their workflow?

It provided user and Engineering confidence that the PT solution is a solid and robust solution and that ALS are a premier service provider. Werribee Hospital is due for major works in the future (rebuild) and ALS are established as the preferred and recommended PTS Contractor for those works by Mercy Health.

THE CUSTOMER'S PAIN

Unreliable in their delivery of scheduled and unscheduled maintenance.

The client was frustrated with the PT System being unreliable and the Ex-service provider being more unreliable in their delivery of scheduled and un-scheduled maintenance. We had also installed the 160mm Aerocom system in 2017 for Aerocom and was completing the servicing of that system.



ALS were offered an opportunity to tender for the 110mm system. On discussions with Aaron and Phil (his boss) it was clear that they wanted to switch service provider.

Given the system was only 6 stations, I spoke with Hanter who were happy to offer ALS a special price to have a Hanter system installed.

I offered Mercy Health to swap the system out free of charge in return for a 3 year SLA with an optional 2 years (5 years all up). They offered the contract on the condition that it included the 160mm system.

ALS accepted the contract but was made clear that Mercy Health are responsible for having Aerocom spares available to ALS on request.

The PT solution is a solid and robust solution and that ALS are a premier service provider.

THE SOLUTION

How did the solution/system help their workflow?

As part of the works ALS removed all the componentry which is now being utilised as spare parts for other PTS4000 systems within our SLA portfolio. These were otherwise not available to ALS. SLA value is \$30g PA + Breakdowns and consumables \$45g PA expected with very little ongoing cost.

All works were completed inhouse including PM schedule and breakdowns with an estimated material cost of \$6g. These costs were factored into the SLA.

To date this has been a very profitable solution and are in discussions on expanding the system now it is reliable. As money is becoming restrictive we are discussing system leasing as an option with the client.

What solution was delivered to the client?

Replacement of an existing Lamson PTS4000 6 station 110mm PT System to a Hanter MVX PC Monitored System.



Priorities of the project:

- Ensure Best practices were demonstrated and professionalism was shown through the process
- Level of service was prompt and professional
- Make certain that there was a definite an immediate impact of the system changeover and that all users were well trained on the use.

How long did the installation take to be completed?

- 2 Installers 5 full days.

What were the challenges?

Existing hospital environment during COVID 19. Werribee had active cases within the hospital.

«The ALS design team have shown great aptitude in understanding the needs of our business, and demonstrated a willingness to customise the application to meet our requirements.»

Aaron Preedy

Engineering Manager
Werribee Mercy Hospital