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GRUNDFOS “COMMUNICATES” WITH SICLOPS

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Grundfos Pumps UK Ltd, the UK Division of the worldwide Grundfos Pumps Group of companies has selected the SICLOPS Service Management and Field Engineer Communications system to automate its national service operation.

The Grundfos group of companies was formed in 1945 by the late Poul Due Jensen and is today managed by the Belgium based Poul Due Jensen Foundation, which aims to be the world's leading and most successful pump manufacturer. The Group is dedicated to ongoing research in new materials and processes and to constantly introduce outstanding new pumps and pumping systems that satisfy the markets' needs for effective, reliable, energy-efficient solutions.

Annually the group produces over 10 million pump units and is the world's largest manufacturer of circulator pumps, covering approximately 50 per cent of the world market.

“We needed a system that would grow and adapt to the changing needs of the business but also provide us with real time commu-

nications to engineers from day one” said Peter Fletcher, Director of Service for Grundfos UK Ltd. “After extensive researching of systems we found that SICLOPS offered a truly integrated solution giving the best fit to our current and future needs”.

The SICLOPS solution, developed by Advatech Computer Systems Ltd will be operated at the Warrington service centre providing control of contracts, service, warranty and feedback to the manufacturing divisions. Engineers will be equipped with Compaq iPAQ hand-held devices giving real-time access to service history, parts ordering and completion of job sheets including customer signature capture.

**For further information
contact Chris Welsh at
Advatech on 0151 709 0022**