

## There's a fine line between success and failure

### **DDE Service and Support. When maintaining the right environment is critical**

A degree too hot, or cold. A touch too humid, or dry. A few miles nearer the sun, or further away. It's sobering to reflect how life on our planet owes its existence to such finely calibrated parameters. Indeed, the point applies to the very Earth itself. If in doubt, just look at Mars or Venus! Essentially, the micro environment you're responsible for is like that. Clean room, laboratory, museum, art gallery – the parameters you set and maintain are critical. In this day and age, control of your building energy management system must be in professional hands. Yet with the pressures on their resources organisations now face, increasingly this means outsourcing. Which is where DDE Service and Support comes in ...

### **Choose exactly the support you need**

DDE can maintain your building management system and keep it performing at optimum levels all year round. Ours is a continuous process, reviewing goals, monitoring performance, optimising systems and demonstrating success. It enables you to not only react to problems but really make the most of your BEMS. What's more, you choose only the service elements you need - no more, no less.



## Choose exactly the support you need

### Pro-Active

#### What is it?

Pro-Active includes all service elements needed to optimise building services in environmentally critical areas. It's the essential insurance package for your organisation - if something goes wrong, we put it right!

#### Who's it for?

The package is ideal for sites such as clean rooms, laboratories, computer rooms, classrooms, hotels, fitness centres and museums. In other words, where the environment must be maintained within very specific parameters.

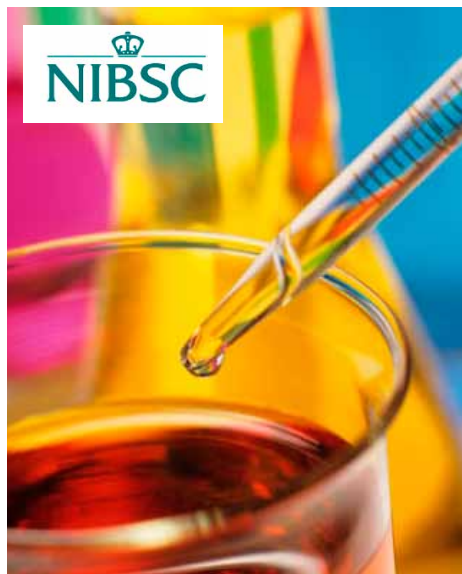
#### What does it include?

- A comprehensive system performance review, carried out on-site
- A full operational check of all sensors and field equipment
- A detailed report of our findings, together with any recommendations
- Complete backup of all software, data files and workstation computers
- DDE Technical Support
- A remote connection facility
- BEMS hardware insurance cover, depending on your individual requirements

#### What are the benefits?

- Continuous availability
- A targeted service for reduced downtime
- Accurate and reliable condition monitoring
- Reduced utility bills
- Increased occupational comfort
- Rapid response and rectification times

### Case Study



#### Setting new standards at the NIBSC

The National Institute for Biological Standards and Control – NIBSC - is a global leader, responsible for over 90% of International Standards for biological medicines. DDE has worked at the site for over 15 years, designing, installing, upgrading and maintaining the Building Energy Management System.

From an initial 15 BEMS controllers, there are now over 200 outstations addressing nearly every service and facility.

Controllers with the newest ethernet technologies sit alongside a range of control equipment, communications devices, data gateways,

a webserver and various supervisory PC's. Integrated network solutions have also been provided for the boilers, generators and chillers that enhance the monitoring and control for the facilities management team.

#### The controls have two primary roles:

'Conventional' control, monitoring and alarm handling of all the primary plant including boilers, ancillary heating plant, chillers, air handling units and many sub-systems such as VRF comfort cooling.

Monitoring scientific storage equipment including fridges, freezers, incubators, cold rooms and liquid nitrogen vessels. Temperature sensors provide

instantaneous reading and alarm control, with temperature and setpoint data recorded to provide a historic record.

In 2010 DDE won the contract for the new Influenza Research Centre and UK Stem Cell Facility, which included a scheme of over 70 devices added to the scientific data recording system to meet the requirements of cGMP and 21CFR Part11.

With the ever increasing cost of energy, the Institute is also working with us to identify and control energy consumption.