





Welcome

Ansador Fire & Security has been privately owned since it was founded in 1982, operating from its head office in Battersea, London and providing fire and security solutions to an ever expanding client base.

Across all these markets we are committed to the highest standards of health, safety and environmental protection. We satisfy ISO 9001 and ISO 14001 requirements in all our work and, as an independent and privately owned company, boast a deep personal commitment to continually training our staff and meeting the highest service standards.

In recent years, Ansador have gained invaluable experience working on large scale projects across the UK. Using this know-how, we can offer unique design and implementation advice, including service and maintenance details, to every one of our clients.

All our projects, whether large or small, are completed in the knowledge that the needs of our clients are constantly changing, and that being able to adapt to these changes is part of what makes us unique.

We also know that every project requires bespoke solutions, and the in house infrastructure which allows us to design and implement these one-off answers is what keeps Ansador at the forefront of the Fire and Security market.

The Ansador in house infrastructure, which fundamentally underpins our success, is built upon an integrated engineering resource which runs from design and installation through to service and maintenance. Every member of staff receives regular across the board training allowing them to facilitate and provide this fully comprehensive service.

We strongly believe in promoting from within at Ansador, and look upon our engineers' training and development programmes as a vital future investment. To this end, we have created a training programme offering young graduates the ability to join our team, develop their skills sets and ultimately becoming qualified engineers.

Ethos & Principles

Our tried and tested track record has earned us an enviable reputation for working well right across the market, in sectors such as:



Construction



Banking



Healthcare



Education



Media



Pharmaceutical



Leisure



Taking on projects both large and small

The fact that we work with both main contractors and M&E contractors means that we are equally at home handling construction led projects or fit out and refurbishment tasks.

Our design and installation team are easily able to handle the specification and management of entire new systems, while our small work division provides a quick and flexible response to clients requesting fit out and refurbishment solutions.

In all cases, the efficient delivery of systems is an inevitable by-product of exceptional project management. We utilise the cutting edge software 'Microsoft Project', and, via this platform, our engineers assess progress accurately and foresee requirements clearly, with constant reference to the delivery and completion dates stipulated by the client.

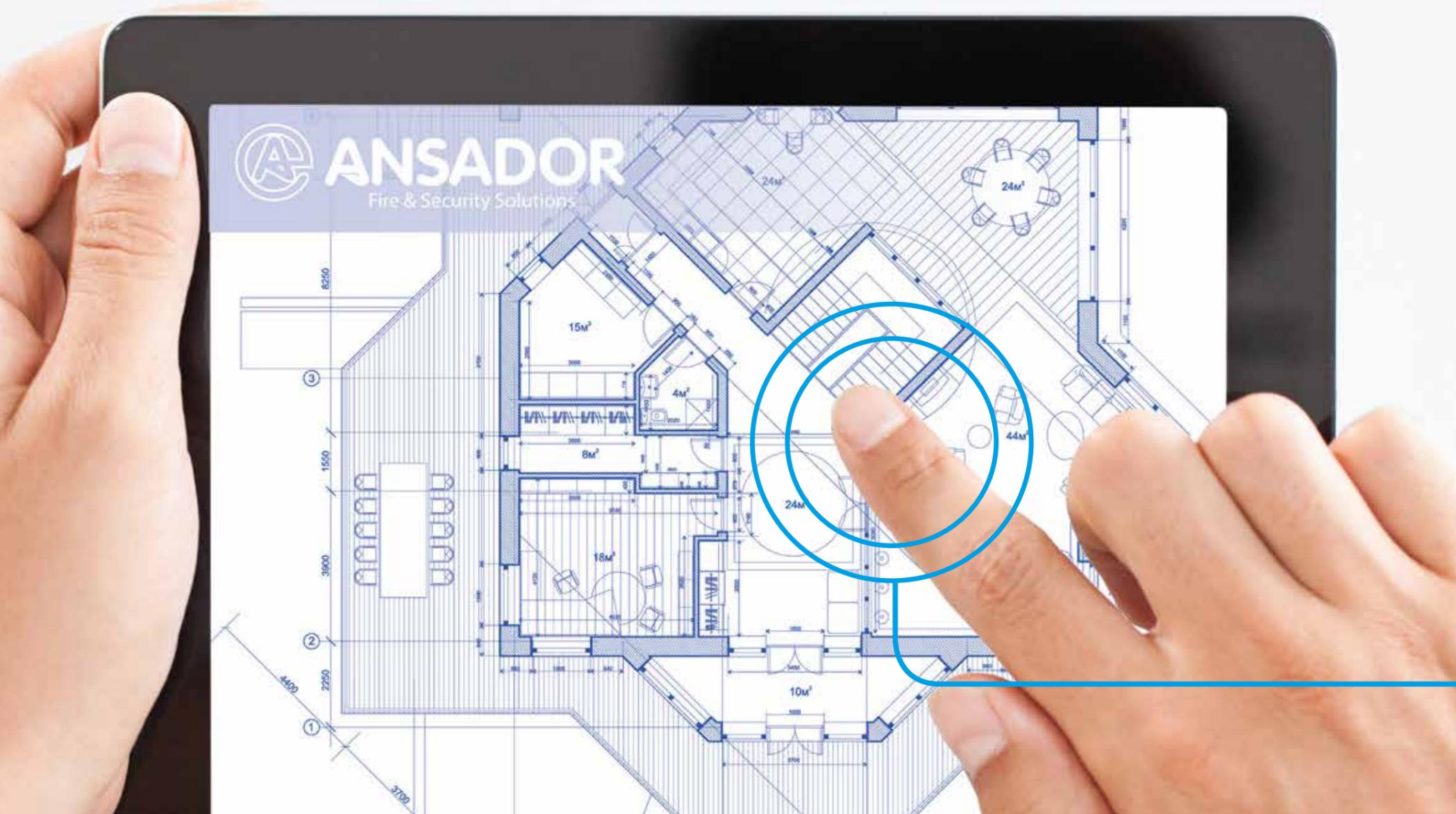
Upon completion of a project, we provide a comprehensive Operations and Maintenance document which, in conjunction with site specific training, guarantees end user satisfaction. In a further boost to the hand over process we provide a service and maintenance package, leaving clients secure in the knowledge that help is always at hand.



Design & Planning

1

We start all our projects by an evaluation process direct with the client, understanding the specific needs and requirements. This leads to a complete system map, allowing our engineers to carefully plan in detail the programme of works.



2

All systems are implemented adhering to the schedule of works, set out and clarified at the start of the project. Fully accredited health & safety site supervisors lead our onsite teams, guaranteeing the highest standard of compliance and professionalism. We take every possible measure to minimise disruption, ensuring a swift project delivery.

3

Seamless system integration means that our installations merge within your environment. Commissioning and training is included within all our packages.



Service & maintenance



Maintenance contracts

Any fire and security system requires regular service and maintenance to remain in excellent working order. The range of maintenance schemes which Ansador offer to customers has a dual aim – they maintain systems in excellent working order whilst also offering access to an engineer in the unfortunate event of a breakdown occurring.

Client focused

Any servicing will be arranged at the users convenience, being booked, if need be, during a period which minimises both down time and general disruption. Our engineers have all received the training needed to maintain familiarity with the very latest systems, and will utilise mobile technology to maintain constant contact and dialogue with head office and the resources it provides.

Fixed pricing

Clients can also request service agreements under which they can take out a fixed price contract covering labour charges which might arise through the maintenance of their system. Included in such agreements will be operative visits during the year in question, which allow the system to be tweaked, maintained and upheld.

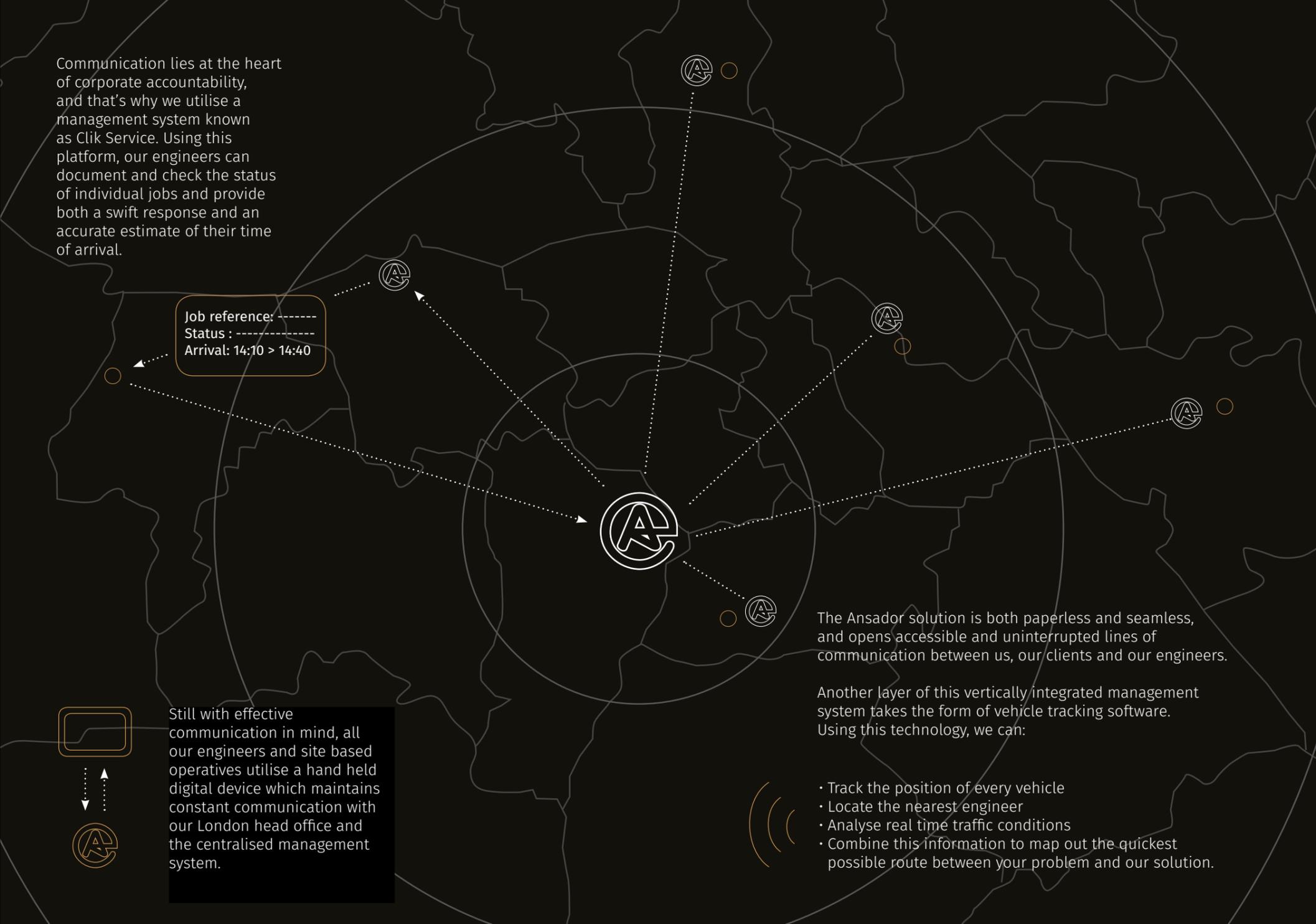
24/7 Reactive Service

If clients want 24 hour cover it's available on request, utilising an automatic routing system to contact our engineers in the event of an emergency. Interconnected technology allows customers with service agreements to log problems, detail faults and request an engineer via a single visit to this website. The log-in details needed will be provided upon any such agreement being taken out.

Communication lies at the heart of corporate accountability, and that's why we utilise a management system known as Clik Service. Using this platform, our engineers can document and check the status of individual jobs and provide both a swift response and an accurate estimate of their time of arrival.

Job reference: -----
Status : -----
Arrival: 14:10 > 14:40

Still with effective communication in mind, all our engineers and site based operatives utilise a hand held digital device which maintains constant communication with our London head office and the centralised management system.



The Ansador solution is both paperless and seamless, and opens accessible and uninterrupted lines of communication between us, our clients and our engineers.

Another layer of this vertically integrated management system takes the form of vehicle tracking software. Using this technology, we can:

- Track the position of every vehicle
- Locate the nearest engineer
- Analyse real time traffic conditions
- Combine this information to map out the quickest possible route between your problem and our solution.

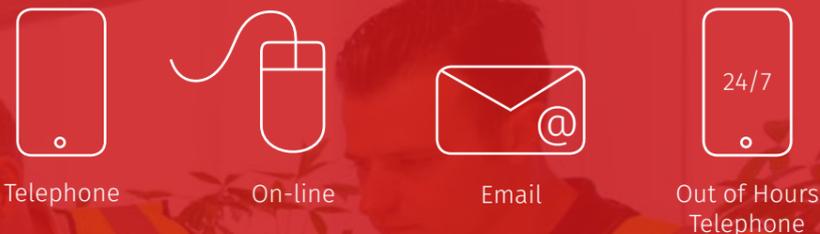
Service & maintenance

Our maintenance contracts offer access to the Ansador fault reporting system. The technology utilised means we can give any fault precisely the priority it requires, and it also opens up access to the client, allowing them to take an overview of faults which are pending, are being fixed or were fixed in the past.

Information is power and this information will empower you to monitor the real time status of any fault resolution, utilising emails and logs of updates and correspondence as they require.

The cumulative effect of this gathering of information is to bring together a comprehensive knowledge base, an accumulation of detail which clients can utilise to maximise efficiency.

You let us know how you want to report any faults:



We are a round the clock business, meaning we're available 24 hours a day, 365 days a year.

ESSENTIAL

- > 8 Hours response
- > 24/365

ADVANCED

- > 8 Hours response
- > 24/365
- > Preventive maintenance
- > Maintenance certification

PREMIUM

- > 8 Hours response
- > 24/365
- > All labour
- > Preventive maintenance
- > Remote support
- > Maintenance certification

UNLIMITED

- > 8 Hours response
- > 24/365
- > All labour
- > Preventive maintenance
- > Remote support
- > All parts + labour
- > Maintenance certification

> 4 Hour response

> 2 Hour RAPID response

OPTIONS

Technology Partners





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