



**Client:** Bio Products Laboratory  
**Project:** Service Level Agreement

**Background**

Bio Products Laboratory Ltd (BPL) is an organisation which turns blood plasma in to a range of life saving products. It is committed to research and development to maintain a key position in a constantly changing market in the 21st century.

**Requirement**

BPL required a Service Level Agreement for the support of hardware and software on its Large Scale Fractions and Albumin Pasteurisation facilities at the Elstree Site.

**Our Response**

HFL agreed to provide 24/7 telephone support and call out which covered the following:

- PLC Hardware
- I/O Hardware
- Server Hardware
- Client PC Hardware
- Network Hardware
- Server and Client Operating Systems
- Domain Configuration
- Installed Server Applications
- Installed Client applications
- PLC Application Software
- SCADA Application Software
- Application Software Parameters

**Result**

BPL now has 24/7 support for its main manufacturing facilities.

*“A loss of production in our main manufacturing areas has significant financial consequences. Haden Freeman ensures we are adequately covered and any downtime is minimised. We are delighted with their support offering.”*

Simon Batchelor  
BPL Process Leader

**“ We decided to introduce a new support service to complement our unique software offering. This has enabled us to provide a team of on call engineers providing 24/7 support for BPL on its main manufacturing processes. ”**

Mike Revans  
Engineering Manager  
Haden Freeman Limited

