



# Service

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## Why choose Sychem for your servicing needs?

### Qualified Team

We have an ever growing team of 18 fully qualified Service & Test Person providing insured & guaranteed workmanship based all around the UK.

### Highly rated service delivery

At Sychem we strive for 100% customer satisfaction. Therefore, our Resource Team will support and assist you at every step.

### Experts in our field

Experts in decontamination & Sterilisation.

## Sychem Eye cloud based customer service portal for:

### Access to service reports

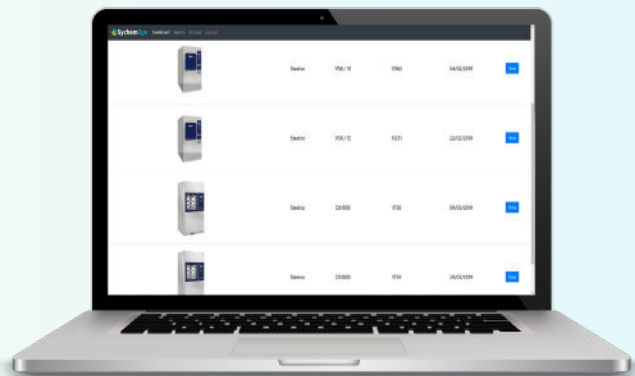
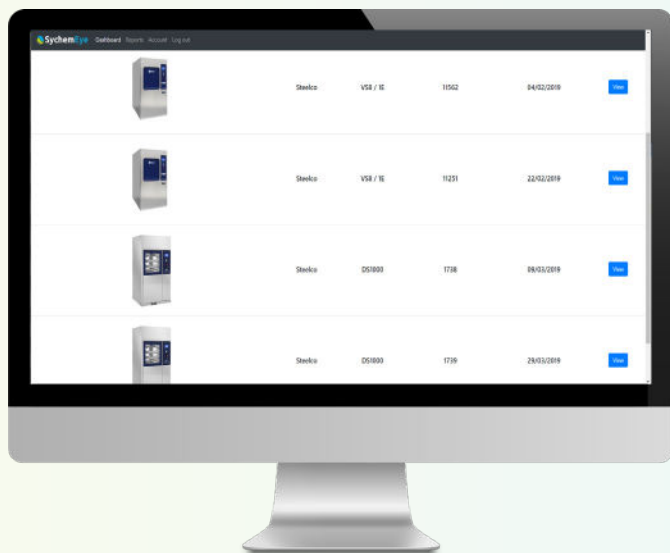
SychemEye allows customers to view their Quarterly, Biannual / Annual thermocouple test reports faster than those who rely on traditional methods (email/post).

### Real-time management

Clients have access to electronic service report sheets and their entire archive. Call-outs are logged into our Call Management System allows clients to view status instantly.

### Access to statistics

Statistics can be viewed at any time on several key metrics. Run reports the way you want them with our Software Team on hand to assist you.



## Our cloud-based customer service portal

### What is SychemEye?

SychemEye is Sychem's cutting-edge service software system built to enhance and simplify the tracking and checking of customers' equipment within the healthcare, life science, and laboratory sectors. SychemEye provides customers with a complete analysis of the performance and trends of their decontamination equipment.

SychemEye was designed by our skilled team of software engineers to create a comprehensive solution that combines cleaning and decontamination equipment with our service packages to ensure your processes are never compromised.

### Access to service and validation reports

The Client Console allows customers to view their Quarterly, Biannual / Annual thermocouple test reports faster than those who rely on traditional methods (email/post). This feature supports the site with traceability of validation report and compliance with audits.

### Real-time management

You have access to electronic engineer report sheets and their entire archive. Plus the ability to log call-outs "directly" into our Call Management System online.

### Access to statistics

Allowing for statistics to be viewed at any time on several metrics. Run reports the way you want them with our Software Team on hand to assist you.

### Equipment detail

You get access to all equipment detail on your machines, making it easier than ever to access and monitor.

