

## Case Study

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

### Background

Bio Products Laboratory Ltd (BPL) is a Government owned not for profit 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's processes are highly dependent upon both purified water and water for injection. BPL required an organisation to provide a three year, 24/7 software and hardware service level agreement for these critical legacy systems.

Haden Freeman has provided several serviced control systems to BPL including the Large Fractions control system and the Albumin Pasteurisation control system. This project sees our call out provision extended to ensure all BPL's key control systems are expertly maintained and supported by HFL.

### Our Response

HFL carried out site investigations to provide a comprehensive understanding of the software and hardware.

HFL's control engineers undertook detailed familiarisation training on the control systems.

HFL has now been engaged to provide front line hardware and software support. This involves 365days/year, 24/7 telephone support and associated site attendance within agreed timescales.

### Result

BPL is secure in the knowledge that the four systems controlling its critical processes are now supported 24/7 by Haden Freeman's expert engineering support teams.

"Haden Freeman has provided us with first class support through its software and control engineers. When we needed a Service Level Agreement for our water systems there was really only one company which could fit the bill".

BPL  
 Chief Engineer

