

# GENERATOR SOLUTIONS

► *Ensure total business continuity*



Bidvest Technical Services, a division of Bidvest Facilities Management, has extensive experience in ensuring that the power of many large industry players is backed and supported by reliable and good quality generators.

## ► *Power out? We have you covered.*

In our fast-paced world, almost everything requires reliable supply of power. When supply is interrupted or fails, business comes to a standstill and the economic cost can be catastrophic.

As leader in the facilities management industry with over a decade's experience in servicing small to very large generators, you get the benefit of having a Bidvest Services company with an extensive support infrastructure on your side.

Our national network of multi-skilled experts have undergone years of world-class training, enabling them to respond effectively and intelligently to a variety of situations in a quick turnaround ensuring minimal interruption of your daily operations.

We provide a complete generator solution, which includes fixed and mobile generators, as well as a comprehensive range of services to suit our customers' requirements.



## FIXED GENERATORS

At Bidvest Technical Services, we provide a range of flexible solutions for fixed generators for our customers countrywide. We not only service existing generators, but can also assist in the installation of new generators.

Maintenance in this industry is key to ensuring that mission-critical equipment runs smoothly and continuously. To this end, we offer a portfolio of services, which include site audits for existing and new customers. This involves due diligence to determine the customer's current and future load requirements, ensuring that their investment is protected to accommodate future expansion.

Other services include consultation, fault-finding, assessment, reporting, recommendations and the installation of generators. We also schedule and service our customer's installed generators, which includes maintenance and repairs, refuelling and reporting.

Life cycle management ensures uptime  
Key to our service is the management of the full life cycle of our customers' generators to ensure as close to hundred










percent uptime as far as possible. This includes Automatic Mains Failure (AMF) for specification-built generators for specialised industries, such as telecommunications.

The right generator for the application  
We support and install a large range of generators - selecting the right brand and product to suit the specific needs of our customer. We have years of experience of meeting the stringent requirement and specifications of different industry sectors, such as automotive, telecommunications, hospitality and FMCG, which all have their own demanding criteria.

We provide and support fixed generators ranging from 5kVa to 2,500 KVA and have the capacity through our regional teams to service customers' sites throughout South Africa, even in remote regions.



## WHY USE OUR GENERATOR SOLUTIONS?

-  Countrywide foot print and capacity to service multiple sites and remote areas
-  24/365 days support
-  Emergency assistance in the advent of a failure
-  Training facility to support customers in emergency procedures
-  Thoroughly trained technicians to industry standards - technicians are regularly evaluated to determine skill levels and regularly take refresher courses
-  Flexible service on a contractual or project basis
-  Brand-agnostic - expertise to work with multiple generator brands and types, ensuring the best generator for the job
-  Full range of mobile generators available for emergency situations
-  We ensure that customer's equipment is maintained to industry standards e.g. mandatory mains failure testing; environmental vacuasonic testing on diesel tanks and cleaning; annual or OEM defined hour servicing to industry standards
-  Electrical installation to industry standards
-  Call centre capability for fixed generators
-  In-house surveillance centre for remote tracking and monitoring
-  Our state-of-the-art monitoring equipment can manage your generator status remotely with optional value-adds:
  - e.g. remote monitoring surveillance; low voltage battery alarm; remote fuel level measurement; camera monitoring with remote start-up to strict safety procedures; automatic start-up in remote areas

## MOBILE GENERATORS

Bidvest Technical Services understands the nature of emergency and backup power.

We supply a comprehensive range of mobile generators of varying sizes (from 15kVA to 1,000kVA) to suit your different applications and needs, such as remote telecommunications' infrastructure on-site; hubs or switch rooms; telecommunications masts; new building sites and retail outlets, sporting event, to name a few.

**Our large range of environmentally-friendly and super-silent mobile generators comes with comprehensive 24-hour , maintenance and refuelling support, even in remote areas.**



## WHY USE MOBILE GENERATORS?

- We also offer an end-to-end generator service with a highly-skilled, national team of technicians available around the country for refuelling, maintenance and emergency back-up support.
- These dedicated teams can access highly remote areas, covering all terrains and conditions with a comprehensive fleet of 4x4s and mobile bowzers for carrying diesel fuel.
- All services are available on a 24/7 basis and our national footprint allows technicians to respond quickly and efficiently to emergencies.
- Our staff follow installation and service procedures in line with best practice. We use careful preventative measures to cover the switch-over between electricity providers.
- Our state-of-the-art monitoring equipment can manage your generator status remotely.
- This proactive and innovative service is available on short or long-term contracts depending on your requirements.
- We assess your needs carefully before recommending and installing suitable generator solutions.
- If you would like your own staff to manage your generators we also provide certified, comprehensive training to equip them with the required knowledge and skills.

## ABOUT BIDVEST FACILITIES MANAGEMENT

Bidvest Facilities Management provides a wide range customised and end-to-end integrated facilities management services to multiple industry sectors across South Africa.

 **50 000**  
sites covering  
**23 million m<sup>2</sup>**  
throughout **South Africa**






 **39**  
strategic **offices**  
around the **country**

 **24 hours** p/d  
 **365 d/y**  
even in **remote locations**

Our Contact Centre consists of two divisions, namely the Call Centre/Help Desk and the Building Control Centre with approximately 90 staff on shift on a rotation basis 24 hours a day, 365 days a year.

Founded in 2000, Bidvest Facilities Management is majority black-owned (Level 1 B-BBEE) and has the following accreditation: ISO 9001 Quality Management; OHSAS 18001 Health & Safety Management and ISO 14001 Environmental Management.

## OUR RANGE OF SERVICES:

-  **Integrated Facilities Management**
-  **Bundled Soft Services**
-  **Business Support Services**
-  **Technical Services**
-  **Specialised Services**



We have the solution for you. Contact us or find out more today:



[BTS@bidvestfm.co.za](mailto:BTS@bidvestfm.co.za)



(012) 641-8000



[www.bidvestfacilitiesmanagement.co.za/BTS](http://www.bidvestfacilitiesmanagement.co.za/BTS)

  
**Bidvest**  
**FACILITIES MANAGEMENT**  
Inspiration. Innovation. Integration.