





Testing & Inspection

Sky engineers have two ways to ensure that their vital equipment is regularly tested and in full compliance with safety legislation.

THE CHALLENGE

Sky In-Home Service is the installation arm of BSKYB, the leading satellite TV, telephone and Internet service provider.

Sky In-Home Service employs about 1800 engineers, working throughout the UK. Each has an extensive toolkit, critical to getting the job done for the company's many customers.

Some of the engineers' equipment falls under the Portable Appliance Testing (PAT) regulations and must be inspected and certified regularly. But how could this job be done efficiently for such a large and distributed workforce?

THE SOLUTION

Our national network of service centres offers the ideal answer. HSS operates from over 300 locations across the country. Each one provides access to the tools and technical expertise needed to meet PAT requirements.

For Sky we have developed two solutions. Engineers can contact their local HSS centre to arrange a mutually convenient time to have their power tools tested. Each item passing the test is tagged with the required label and an appropriate certificate is issued.

Alternatively, we can arrange for our approved contractor to attend a Sky team meeting where tests can be carried out on the engineers' equipment. In this case, each item passing is tagged and a test report is issued to the team leader.

THE BENEFITS

With a big and busy engineering service working all over the country, it is essential that Sky has efficient and reliable procedures in place to ensure compliance with all regulations.

Our national network means we can support Sky wherever the need arises, at our sites or theirs.

HSS is equipped at all centres to undertake electrical safety tests – which we do routinely on our own tools and equipment prior to every hire. We are pleased to offer this same service to customers for the testing and certification of their equipment. This assures our customers that PAT requirements have been met by fully trained and accredited technicians. In addition, as an added service we can log all results and alert customers when their equipment is due for retesting.