

# Service by BMA's agents: Sucrotech, South Africa



*Ian Ivison, Director Sucrotech, South Africa*



As the local agent for BMA we are committed to provide a service to the industry, not as part of our agency agreement, but as a responsibility to satisfy our customer's full requirements of sales of quality equipment and quick and efficient training backup service and assistance. Because of our record of service and commitment to the sugar industry we are recognised by the end users and supported with orders for new equipment.

Sucrotech is fortunate to have two co-owners, Ian Ivison and Stuart Ritchie, with over 60 years combined experience in the sugar industry and engineering which has helped us in establishing Sucrotech as a strong contender in this market.

We believe that having this service ability gives us the edge in the eyes of our customers. To keep abreast of service supply demands Sucrotech carry a large consumable parts stock holding for all models of BMA centrifugal in our agency region and can have components delivered to depots or airfreight forwarders within hours of receiving requests for assistance.

To enhance our service arm we currently have six trainee technicians who are undergoing a general apprenticeship and at the same time specific training on BMA products and operations. Some of these trainees will over the next few years be

enticed into the sugar industry itself, to apply their skill at various factories specifically on centrifugal machines.

Our services are two-fold; to assist the sugar mills on site when they have concern or break-downs and secondly, to undertake machine refurbishing during the offcrop. This includes machine retrofits such as the G19U plough upgrade, supplied by BMA for their G machines and installed and commissioned at the local sugar mills by Sucrotech. The service we supply is predominantly related to the BMA supply equipment - mechanical, pneumatic, hydraulic and controls together with the full operation of the machine to get the best results possible.

We are usually able to solve most client concerns, however, there are times when the problem is unique to our technicians or of a very complex nature which requires advice from BMA specialists who will assist us in resolving the issue from their considerable wealth of knowledge. As an example of this, the drives for the centrifugal machines can be of various makes, sizes and models (largely based on the client's requirements). In these instances we must rely on BMA to provide assistance.



We also have the very important task of listening to the clients requirements and acting thereon. When the updated BMA K2300 continuous machines were launched the factories noticed an improved stability against that of the K2300 older design which lead to us developing a buffer upgrade for the existing machines in our area and informing BMA of the advantages thereof which might benefit other machine users worldwide.

With the ever increasing turnover of skills in our area of service, there is a constant requirement for assistance when operations go wrong. The vast majority of these concerns can be solved over the phone by our staff and are normally caused through incorrect operation. For the few remaining cases we will be called out to assist and depending on the type of fault an individual or team of technicians will be despatched to site to solve their problem.

