

SERVICES GUIDE

2025



Protecting People and Property Since 1985

WELCOME

Established in 1985, Reading Extinguisher Services (RES) from initially servicing and maintaining portable fire protection and fire brigade equipment, expanded into fire safety systems and measures protecting people and property.

Right from RES's early years, our services have been developed and steadily grown from our company's commitment to a BS EN ISO 9001 quality management system.

RES Systems Limited was formed in 2001 due to customer demand for the servicing and maintenance of fire detection and alarm systems and from 2013, Reading Extinguisher Services was merged into RES Systems Ltd continuing to trade under the RES name.

Our commitment to the quality of our workmanship and customer confidence in the services now provided is demonstrated by the fire industry memberships we hold, such as FIA, BFC, FPA and the third-party accreditations we have achieved such as with BAFE schemes, the BSI Kitemark, and CHAS, as well as being certified with the BMTRADA Q-Mark scheme.

We are also authorised distributors and installers of several leading UK fire safety equipment and product manufacturers. For more details of all current and new memberships, accreditations and partnerships please visit our web sites accreditations and news pages.

As well as a dedicated office administration team, our directors, fire engineers and technicians comprised of a highly trained, highly skilled, and experienced team of committed individuals across all our inspection, service and maintenance capabilities. Four engineers are members of the IFSM and industry specific training as well as regular CPD is undertaken by all our engineers and technicians.

RES can design, supply, install and commission a wide range of fire safety systems and measures protecting people and property in a range of sectors such as Education, Healthcare, Hotels & Leisure, Offices, Residential, Retail and Manufacturing.





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SECTORS



EDUCATION

RES serves a variety of sizes of educational customers from small pre-schools to large six form colleges.

We understand the need of education establishments to minimise disruption to learning by scheduling works around term times where possible and by creating safe, controlled and phased works on live sites. Also, the importance of keeping complete control of schedules, budgets and compliance for our education sector customers, regardless of the size of the premises



HEALTHCARE

We have extensive experience of working with healthcare premises such as Doctors Surgeries, Health Centres, Nursing Homes, Hospitals and Laboratories.

We can meet the specific challenges faced by healthcare facilities with regards to fire detection such as the need to minimise false activations and disruption, managing and upgrading older or aging systems, managing complex fire alarm systems that have evolved over time and working with sites that have multiple buildings spread over a large area.



HOTELS & LEISURE

RES provides a range of fire protection services for guest accommodation, hotels and leisure facilities across the South of England.

As owners and managers of guest accommodation, hotels and leisure facilities, it is your responsibility to protect guests and visitors in the event of a fire.

We recognise that each guest accommodation, hotel and leisure facility will have its own challenges and specific requirements.



OFFICES

We acknowledge that each office environment will have its own unique challenges and requirements, whether you run or manage a small office or a multi-site organisation, RES has the experience and know-how to service and maintain all of the premises fire safety systems and measures.

As a business owner or manager of an office premises, it is your responsibility to protect employees and visitors in the event of a fire.

SECTORS



RESIDENTIAL

Whether you own, occupy or manage a residential dwelling or a large apartment building, RES has the experience and know-how to service and maintain all of the premises fire safety systems and measures.

Whether you need to service and maintain an existing fire detection and alarm system or repair or replace an automatic opening vent (AOV) smoke control system or perhaps require advice regarding your premises fire risk assessment, RES is well placed to full fill your fire safety needs. We understand that each residential site will have its own challenges and specific requirements. All our work is tailored to our customer needs.



RETAIL

Each retail environment will have its own unique challenges and requirements, whether you own or manage a small shop, retail unit or even a shopping centre, RES has the experience and know-how to service and maintain all of the premises fire safety systems and measures.

As the owner or manager of a shop or retail outlet, it is your responsibility to protect employees and customers in the event of a fire. Shops and retail premises present a number of potential fire risks such as the storage of flammable materials, cleaning equipment, faulty electrical equipment, lighting, product packaging or even arson.



MANUFACTURING

Manufacturing facilities by their very nature pose an increased risk of fire from production equipment, storage and processing so specialist knowledge is required to control these potentially hazardous environments.

We understand that each manufacturing environment will have its own unique challenges and requirements so if you manage a manufacturing facility, RES has the experience and know-how to service and maintain all of the premises fire safety systems and measures.



FIRE DETECTION AND ALARM SYSTEMS

RES provides a complete fire detection and alarm system design, installation and commissioning service, ensuring your premises are compliant to British Standards (BS5839 Pt1 & Pt6).

A wide range of Fire detection and Alarm System (FDAS) equipment is available and we specialise in providing solutions for any type of premises and its use.

The types of equipment recommended may include the following products:

- All fire alarm systems will include **manual call points** that allow people to raise a fire alarm, commonly known as “break glass” units.
- **Point detectors** are designed to detect one or more of the four characteristics of fire; heat, smoke, combustion gas (i.e. carbon monoxide), or radiation (i.e. infra-red).
- **Multi-sensor detectors** combine detector technology to improve the detection characteristics and reject false alarms.
- **Optical beam detectors** provide economical and effective protection of large, open plan spaces where the use of traditional detection technologies would prove to be difficult and/or costly to install.
- **Line type heat detectors** are used in large industrial spaces such as tunnels or car parks with adverse environmental conditions.
- **Aspirating fire detection** is a specialised system where air samples are taken to a sensitive central detector through a network of small pipes.
- **Wireless fire alarm systems** are available which provide solutions where wired installations are not suitable.

Other devices, such as visual alarms or beacons are used if there is a risk of audio signals not being adequately heard by all occupants, either for disability reasons or by use of ear defenders.

SERVICES

- Design, installation and commissioning
- Servicing and maintenance
- Additional works
- Fire alarm system upgrades
- Fault finding and repairs
- Regular checks





EMERGENCY LIGHTING

Emergency lighting and guidance lighting are essential for the safety of building occupants where a sudden loss of light would prevent safe passage from the premises.

The Regulatory Reform Fire Safety Order 2005 and British Standard 5266 Part 1: – The code of practice for emergency escape lighting – which provides general guidance on the provision and operation of emergency lighting. Guidance on risk assessments in all types of premises except individual dwelling houses state that emergency lighting is needed in the following circumstances:

- To adequately illuminate designated escape routes
- To provide sufficient illumination in other areas to allow safe movement towards and through escape routes
- To ensure that all fire alarm call points, fire fighting equipment and other safety equipment can be readily located and used
- To provide sufficient light to enable proper shut down procedures to be carried out in dangerous or high risk areas etc.

Types of lighting systems

There are three main kinds of emergency lighting systems;

Non-maintained – lamp only illuminates in the event of mains failure to the luminaire.

Maintained – allow the emergency lamp to be operated at any time from the local supply to provide normal lighting but in the event of a power failure to the luminaire, it will illuminate the lamp from its dedicated battery back up power source.

Combined – multi-lamp luminaires where the emergency lamp can be operated in a non maintained or a maintained mode.

The required operating duration for emergency lighting varies according to the use of the building and can vary from a minimum of one hour to three hours depending on the requirements of the building or the activities taking place within the premises.

SERVICES

- Emergency lighting maintenance
- Monthly inspections
- Annual discharge testing
- Fault Finding and repairs
- Replacement light installations





SMOKE CONTROL AND VENTILATION SYSTEMS

Smoke control and ventilation systems vent smoke out of a building in the event of a fire and are used in residential, commercial, healthcare or educational premises

Natural ventilation systems

Natural ventilation systems utilise windows, vents and automatic opening vents (AOVs) and are a primary system used in UK Building Regulations.

According to UK Government statistics, the most common identified cause of death from a fire incident is being overcome by gas or smoke.

Smoke Control and Ventilation Systems are an effective solution that vents smoke away from common areas, corridors, lobbies, stair cases and safety routes. In the event of a fire, smoke detectors will activate the natural smoke venting system on each specific floor at a time. This improves the conditions for a safe escape and enables the fire to be accessed more easily in its early stages.

How it works

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SERVICES

- Design and installation
- Repair and/or upgrading of existing systems
- Regular checks
- Servicing and maintenance



DISABLED REFUGE SYSTEMS



Building regulations state that new non-domestic buildings with more than one storey provide refuge areas for people who cannot easily use fire escapes and evacuation lifts. RES can supply and install disabled refuge systems that provide effective emergency voice communication in the event of a fire.

Safe refuge

Disabled refuge systems are designed to enable people who cannot easily use fire escapes and evacuation lifts to be able to call for assistance in the event of a fire.

RES can install BS5839-9 compliant Emergency voice communication systems to non-domestic premises such as schools, offices and hospitals.

Call outstations

Emergency call outstations are installed in dedicated refuge areas and are connected to a master control panel. From the outstation you can call the control panel and speak to emergency personnel.

Emergency call outstations can be provided in green, red or silver and provide two way hands free speech at the touch of a button.

Master controller panel

Master control panels can take up to 4 or 8 lines from call outstations and are usually located in a building control room, lobby or fire services access point.

The emergency services or building personnel would answer the phone and be able to communicate with the person at the call outstation. Each outstation is identifiable by refuge area number which would be marked on the building Fire Plan. Additional master control panels can also be added.

SERVICES

- Emergency voice system installation
- Emergency voice system servicing, maintenance & inspection
- Disabled refuge signage



FIRE EXTINGUISHING SYSTEMS

RES can organise and co-ordinate servicing, maintenance, refilling, design and installation of all types of fixed fire-fighting systems permanently installed in buildings for the purpose of controlling, suppressing or extinguishing fires, by either automatic or manual discharge of a fire extinguishing medium.

Gaseous fixed fire extinguishing systems

Generally two types of gaseous fixed fire extinguishing systems are available for normally manned enclosures:

- Oxygen reduction systems that use inert gases such as Argon, CO₂, Nitrogen or a combination
- Gaseous clean agent systems that cool and breakdown the chemical reactions in fire

Oxygen reduction systems aim to prevent a fire occurring in a protected area. The oxygen level would usually be reduced to below 15Vol % content (normal air contains 20.9Vol %) but different oxygen levels are used for different applications. These systems are normally used in IT server rooms, archive storage areas, warehouse or cold stores, and laboratories. These areas are normally unmanned but entry for short periods, up to about 4 hours, will be possible.

Other fixed fire extinguishing systems

Foam and powder are two other fixed extinguishing systems that are available and will suit certain applications. Foam systems are used for areas where flammable liquids and/or plastics are handled and stored. Foam forms a blanket over the surface of flammable liquids to extinguish the fire. Foam may also be used to enhance watermist and waterspray systems.

Typical applications include; flammable liquid hazards; storage tanks and bunds; warehousing (foam enhanced sprinklers); process areas (foam enhanced waterspray); machinery; aircraft hangers and flammable liquid transport.

SERVICES

- Design and Installation
- Servicing
- Maintenance
- Refilling



FIRE EXTINGUISHERS

RES is a leading provider of fire extinguishers including hire, servicing and sales.

Fire Extinguisher Sales

RES provides a comprehensive range of new fire extinguishers and fire extinguisher accessories to meet all your requirements. All new fire extinguishers are manufactured to European Standard EN3 and guaranteed for five years by the manufacturer. Quantity and payment on delivery discounts are available.

Fire extinguisher servicing

RES specialises in the service of portable fire extinguishers, hose reels, trolley units and fire blankets in accordance with British Standards and Amendments. All work is certified by our BAFE registered technicians. Detailed location lists and budgeting/fixed price maintenance is all part of the service.

Fire extinguisher refills

All makes and types of fire extinguishers can be refilled at your premises or at our workshop from 8am-5pm, 5 -days-a-week by our trained engineers and fully equipped service vans.

Fire extinguisher hire

We can provide the short-term hire of fire extinguishers and stands for up to six months.

24 HOUR CALL OUTS

One engineer from our qualified and experienced team is on call 24 hours a day, 7 days a week to provide quick and reliable coverage to all of our customers.

SERVICES

- Extinguisher sales
- Extinguisher servicing
- Extinguisher refills
- Extinguisher hire
- Fire extinguisher accessories & equipment





FIRE DOORS

Effective fire-resisting doors are vital to ensure occupants are able to evacuate to a safe place. Correctly specified and installed doors will hold back fire and smoke, preventing escape routes becoming unusable as well as preventing the spread of fire.

Our passive works technicians, under the BMTRADA Q-Mark fire door scheme, primarily focus on fire door installations and fire door maintenance (Accepted Repair Techniques - ART's) that we can complete as a certificated company.

These services are those of the 'specialist / competent contractor' referred to in the Fire Safety (England) Regulations 2022: fire door guidance (accessible).

6. Routine checking of fire doors: what you need to do

6.3. The checks under regulation 10 should be simple and basic. You should not need to engage a specialist to carry these out. With appropriate instruction, caretakers, managing agents, housing officers and maintenance personnel should be able to do them (for example in the course of other routine checks and visits to the building) as the checks are only visual and do not involve, for example, use of tools.

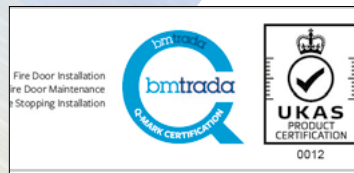
6.4. The Responsible Person will need to ensure that the necessary arrangements are in place to address any issues identified. The extent to which the individual appointed to carry out the checks will also be able to address the issues or complete any repairs will be determined by their skills, knowledge and experience of fire doors. Where inspections identify the need for repair or replacement of any fire door (for example communal or flat entrance door), this work must be undertaken by a competent contractor as soon as reasonably practicable.

We therefore do not provide a regular fire door inspection service as the BMTRADA Q-Mark fire door maintenance scheme works best when an initial fire door survey / inspection is required followed by maintenance / repairs as per the schemes Accepted Repair Techniques (ART's) or fire door installation if replacement doorsets are required.

Our technicians remain available for maintenance (repairs) and installation quotations.

SERVICES

- Fire door installation
- Fire door maintenance





FIRE STOPPING

RES provides a Certified Fire Stopping service to ensure that building gaps and voids are sealed and fire resistant.

Fire stopping

“Fire Stopping” is the sealing of openings or gaps to prevent fire, smoke and heat from passing through multiple building spaces. Any openings or gaps should be sealed to restrict the lateral or vertical fire spread. The selection and installation of the correct fire stopping products is essential to prevent smoke and heat from a fire spreading through a building.

Q-Mark Certification Scheme

The BM TRADA Q-Mark fire stopping installation scheme is designed to ensure that fire stopping solutions are being fitted correctly, in accordance with the manufacturer’s instructions.

Both the Building Regulations and the Regulatory Reform (Fire Safety) Order require that the person fitting fire-stopping products is competent to do so and third-party certification is the accepted means of demonstrating competency. Which is why we have invested in becoming a Certificated Company to the Q-Mark fire stopping installation scheme.

What is fire stopping?

“Fire Stopping” is the sealing of openings or gaps to prevent fire, smoke and heat from passing through multiple building spaces. Any openings or gaps should be sealed to restrict the lateral or vertical fire spread. The selection and installation of the correct fire stopping products is essential to prevent smoke and heat from a fire spreading through a building.

Regular inspection and maintenance

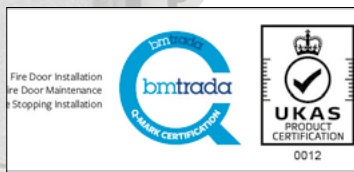
Fire Protection measures can degrade over time, it is therefore important that all Fire Stopping measures are regularly inspected, maintained, and sometimes replaced with new fire stopping installations during the life of a building.

RES can provide a certified fire stopping installation service for your premises.



SERVICES

- Fire stopping installation





DRY RISERS

RES provide a total solution for your Dry Riser needs, all delivered by our competent engineers using the latest testing appliances and equipment.

Dry risers

A Dry Riser is a system of pipes and valves installed in tall buildings or building with restricted access that enables the fire brigade to pump water to specific predetermined points within the building.

Dry Riser systems have an "inlet" valve typically located outside the building at ground level in a lockable box with wired glass. It is at this point the brigade would connect their water supply and pump it into the building, connecting a hose to an "outlet" valve at the required level to fight a fire.

Competent person

The buildings "Responsible Person" (RP) is required to maintain the system to BS 9990 – Code of practice for non-automatic fire fighting systems in buildings, and ensure maintenance frequency and procedures are in accordance with BS 9999 – Code of practice for fire safety in the design, management and use of buildings, or as specified by the buildings Fire Risk Assessment (FRA).

BS 9990 requires the system to undergo an annual static pressure test and inspection and a six monthly visual inspection, by a competent person. Thus ensuring the Dry riser system is maintained and functioning correctly for the fire brigade at all times.

SERVICES

- Dry riser servicing
- Dry riser testing
- Dry riser maintenance



FIRE HYDRANTS

RES provide a total solution for your Fire Hydrant needs, all delivered by our competent engineers using the latest testing appliances and equipment.

Fire hydrants

A private underground fire hydrant is connected to the mains water supply and located on private property – typically large premises and estates. They should be easily identified by a yellow “H” sign and yellow hydrant cover with “FH” moulded into its cover. A Fire Hydrant is typically used by the fire brigade to replenish fire tender water tanks and for direct feed via a standpipe to flat lay hoses used by the fire brigade to tackle a fire.

BS 9990 requires Hydrants to undergo an annual test and inspection and a 6 monthly inspection by a competent person to ensure the hydrant remains ready and in a working condition for brigade use. The “RP” should make periodical inspections of all Hydrants on a weekly and or a monthly basis.

Our fire hydrant expertise

RES can undertake all aspects of Fire Hydrant and associated equipment (brigade fittings, flat lay hoses etc) servicing and maintenance works to British Standards using our own competent engineers and Fire Hydrant testing equipment.

The latest technology

As part of our fire hydrant testing, flow tests must be carried out on premises every six months (in accordance with BS 9990:2006).

Our state of the art TSI Digital Flowmaster 250 Hydrant Flow and Pressure test instrument will provide accurate measurements to ensure your hydrant is operating correctly.

The device helps to locate leaks and obstructions in the water main and provides a flow rate reading accuracy of 98%.



SERVICES

- Fire hydrant servicing
- Fire hydrant testing
- Fire hydrant maintenance



FIRE SAFETY SIGNAGE

Fire safety signage is an integral part of building fire protection measures and helps to ensure that all occupants are clearly informed in the event of an emergency.

Types of fire safety signs:



Mandatory signs - These are circular blue signs which must be obeyed as a legal requirement.



Safe condition signs - These are rectangular green signs which provide the direction such as Exits and Fire Exits and or location of safety equipment, such as first aid kits and breathing apparatus.



Fire fighting signs - These are red signs to indicate the location of fire safety equipment such as fire extinguishers, fire alarm call points and fire brigade equipment.



Warning signs - These are triangular yellow signs and warn of potential risks such as flammable liquids, gas and chemicals etc.



Prohibition signs - These are circular red signs with crossbars that forbid certain actions that could be dangerous such as No Smoking, No Admittance.



There are also **supplementary signs** which are rectangular in Green, Red, Yellow such as directional arrows.

Guidance for an effective fire safety signing system

Safety signs are a requirement to protect the health and safety of the employees and anyone within the vicinity of the building. For an effective safety signing system, signs should be of similar style, design and format. A good way to achieve this, is to ensure that your signs conform to standards.

SERVICES

- Fire safety signage sales
- Fire safety signage installation
- Fire safety signage guidance, advice and training



FIRE SAFETY TRAINING

Our experienced trainers offer a range of courses to suit your requirements. The Regulatory Reform (Fire Safety) Order 2005 states all staff should receive basic fire safety induction training and attend a refresher session at pre-determined intervals.

Course 1. Extinguisher demonstration

We offer basic training on your premises' relevant fire extinguishers, by way of a talk and a quick demonstration of each piece of equipment in a suitable location.

Course 2. Hands-on fire safety awareness training (Includes Course 1)

Our Fire Safety Awareness course is suitable for all members of staff and includes the following:

- The RRFSO 2005 – The law, Fire Risk Assessments and your duty of care
- The Fire Triangle
- Causes of fire
- Fire Prevention and precaution measures in your premises
- Regular Daily and Weekly Fire Safety Checks
- Action on discovering a fire
- Classification of fire
- Types of extinguishers and their suitability for specific fire risks
- British Standard/European fire safety signage legislation
- Questions and Answers

Followed by a live fire practical training session in the use of Portable Extinguishers.

Course 3. Fire marshal training (Includes Courses 1 & 2)

As per the Fire Safety Awareness with "Hands on" Practical Extinguisher Training with the following additional content tailored to suit your fire marshalling and premises requirements and includes the following:

- Fire Marshal / Fire Warden Duties
- Record keeping and liaising with Enforcing Authorities
- Emergency Procedures, Plans and Evacuation Procedures
- Human behaviour
- Reporting fire hazards

Contact us for the latest pricelist or see our "Fire safety training guide" on our website.



FIRE PLANS

RES can provide a range of fire safety related plans for display and building fire document folders which meet the requirements of a premises Fire Risk Assessment as required by the Regulatory Reform (Fire Safety) Order 2005.

Fire evacuation and procedure plans

Fire Evacuation and Procedure Plans are produced in an A3 format tailored to suit the fire safety strategy of your building. With the buildings Fire Procedure clearly displayed on one side, and supporting information on the other, consisting of information in an alternative language, or a plan of the Assembly Point, in relation to the building together with a floor plan and nearest exits available, these plans are a valuable aid to evacuating a building.

Fire escape plans

Fire Escape Plans are an integral feature of your buildings system of safety signs and play a vital role in your fire safety strategy. Installing fire escape plans gives you the information that you need, prior to an emergency, allowing for an effective evacuation of the building when an emergency occurs.

Fire equipment plans

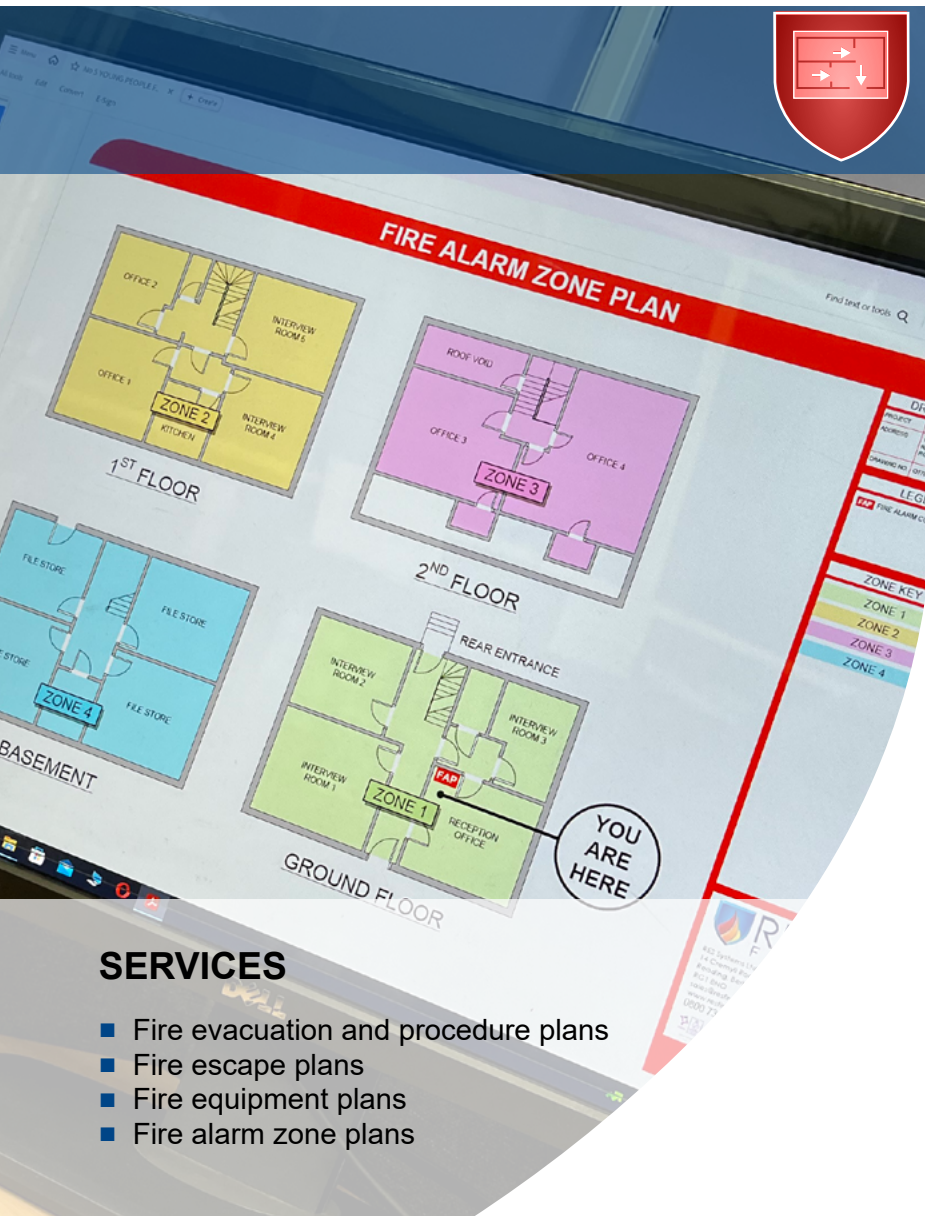
We can provide a diagrammatic representation of the fire equipment and devices in your building. This will be a map that can show locations and addresses of the:

- Fire Alarm, Detection, and Call Points
- Fire Extinguishing Equipment and Fire Blankets
- Emergency Lighting and Test Switches

All of which will aid in helping to easily find your fire equipment, and will also make maintaining and managing the fire equipment easier.

Fire alarm zone plans

A Fire Alarm system will be split into different zones to help identify where a fire may be or to help narrow down the point of origin of the alarm trigger to a certain area within a building. This is incredibly helpful in identifying false alarms, Fire Alarm System Faults, and even identify the location of a fire quicker, especially for the fire brigade.



SERVICES

- Fire evacuation and procedure plans
- Fire escape plans
- Fire equipment plans
- Fire alarm zone plans

ACCREDITATIONS, CERTIFICATIONS AND MEMBERSHIPS

ACCREDITATIONS



Certificate Number #00208
ISO9001

3 Core Certification ISO 9001:2015

Maintenance of portable fire extinguishers within the South of England in accordance with BAFF Scheme SP101. Design, installation, commissioning, and maintenance of fire alarm systems, emergency lighting and extinguishing systems, servicing and maintenance of hydrants and risers



The Fire Protection Association

RES are a BSI Kitemark Licenced Fire Alarm Installers. Licensee Number: KM 58090



BAFF FIRE SAFETY REGISTER

BAFF SP101 Service / Maintenance of Portable Fire Extinguishers: Third-party certified by BSI



BAFF FIRE SAFETY REGISTER

BAFF SP203-1 Fire Detection and Alarm Systems: Third-party certified by BSI



BAFF FIRE SAFETY REGISTER

BAFF SP203-4 Emergency Lighting: Third-party certified by BSI



CHAS – The Contractors Health and Safety Assessment Scheme

RES are an accredited Contractor with CHAS, the Contractors Health and Safety Assessment Scheme

CERTIFICATIONS



BM TRADA Q-Mark

Scope of certification:

Q-Mark Passive Fire Stopping Installation

Q-Mark Fire Door Installation

Q-Mark Fire Door Maintenance

MEMBERSHIPS



The British Fire Consortium

RES are members of The British Fire Consortium, a national network of professional fire companies.



Institute of Fire Safety Managers

RES is an Affiliate Member of the IFSM.



Fire Industry Association

RES are members of the FIA, promoting the professional status of the UK fire safety industry.



The Fire Protection Association

RES are members of the Fire Protection Association, the FPA.



Institute of Fire Safety Managers

Stephen Flint, John Day, Johnny Adey and James Hill are members of the IFSM.

DIGITAL COMPLIANCE



UPTICK

RES use this leading asset maintenance software, purpose-built for the fire protection industry. Our customer sites are digitally managed and maintained on the Uptick platform.

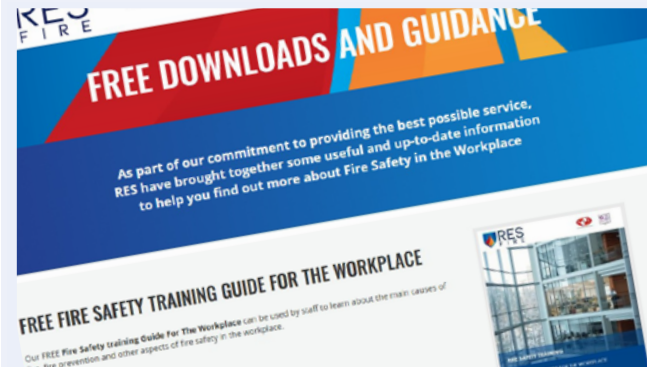
RES WEBSITE & SOCIAL MEDIA LINKS



SUBSCRIBE TO OUR RES RECORD NEWSLETTER

Our quarterly newsletter brings you fire safety industry news and updates from the RES team.

[Click here](#)



FREE DOWNLOADS & GUIDANCE

Our downloads and guidance can be used by staff and businesses to learn about various aspects of fire safety in the workplace.

[Click here](#)

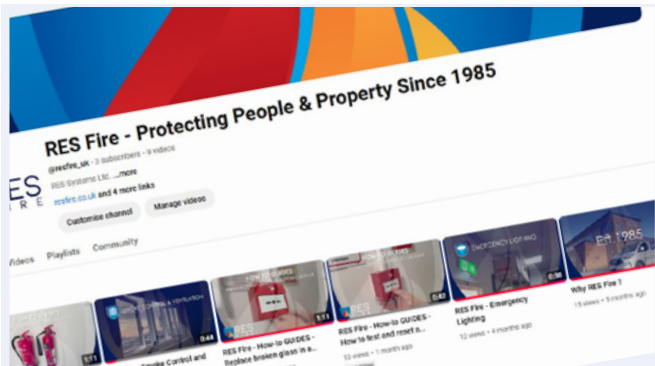


CONTACT US FORM

Our website contact form is an efficient way to get in touch with the RES office at any time. We aim to respond to all enquiries promptly.

[Click here](#)

RES WEBSITE & SOCIAL MEDIA LINKS



NEW YOUTUBE CHANNEL VIDEOS

We have added some “How-to guide” videos to our playlists as well as Services and Case Study videos.

[Click here](#)



CASE STUDIES

Our case studies are regularly updated and showcase our various services.

[Click here](#)



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Outside Office Hours:

Our engineers are on call 24/7.