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Inspicio food division faces a new era

Leading analytical testing company makes significant investments for the future

Inspicio company Eclipse Scientific Group is one of the UK's leading providers of analytical testing services and has enhanced its position in the market with a wide-ranging series of business improvements in 2009. Indeed, the Inspicio Group company has made significant investments in their people, laboratories, brand and technology with the aim of developing a stronger organization able to deliver an unbeatable level of service.

Since the start of the year, the senior management team has been considerably strengthened with the arrival of Steven Woollands, CEO; Nigel Richards, Sales and Marketing Director; Sarah Hammond, IT Director and Declan Burns, Operations Director. All four have been integral to the launch of the 'new' Eclipse Scientific Group. Steven Woollands, CEO comments, "When I joined Eclipse Scientific Group at the beginning of 2009 it became apparent that there were many areas where improvements could be made. As an organization we have been working hard to make sure that we have the best processes, people and go-to-market strategy. I am confident that we are well on the way to delivering everything that our customers expect, giving them confidence that we are a testing partner that they can trust."

Offering a comprehensive range of microbiological, physical and chemical testing services, Eclipse Scientific Group has refocused its operation on five distinct business units which operate out of 12 UKAS or INAB accredited laboratories located across the UK and Ireland. This structure makes it easier for Eclipse Scientific Group to effectively position themselves within the markets in which they operate and ensures that customers receive support and guidance from a dedicated team of experts in each field.

- Food and drink testing
- Dairy & animal health testing
- Water testing
- Pharmaceutical testing
- Laboratory supplies

Nigel Richards, Sales and Marketing Director says, "Before carrying out the restructure it wasn't clear what Eclipse Scientific Group offered to the market place. Our branding also needed bringing into the 21st century. We are happy that we have now improved both of these areas with our new messaging, logo and brand identity, which can be seen on our new website and our enhanced Customer Portal."

The website and Customer Portal are the first examples of technology developments within Eclipse Scientific Group. Sarah Hammond, IT Director explains, "The new website is a major improvement on what we had before. It's clean, clear, concise and really easy to navigate. Further content and enhancements will be added over the coming months as the site develops. Along with the Customer Portal which has been designed to enhance user experience and allow quick, reliable access to test results when required, we are back on track with regards to embracing and using emerging technologies."

Offering an unbeatable service is of paramount importance to Eclipse Scientific Group and many of the operational changes that have been made over recent months are aimed at making it easier for both existing and new customers to work with the company.

For example, a number of key performance indicators (KPI's) have been put in place to ensure accurate measurement of the level of service being delivered and with key personnel now in place at each laboratory Eclipse Scientific Group can be sure they are delivering what customers' expect. Declan Burns, Operations Director comments, "Over the past couple of months we started to monitor customer service levels, not because we had concerns but because we want to be the best. Along with the KPI's we have increased capacity in key areas, especially in the north with the laboratory in Mirfield and early next year we will have industry best turnaround times for nutritional chemistry testing. I am confident our customers will soon see the benefits from these changes."

Visit www.eclipsescientific.co.uk for more information.

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About Inspicio

With over 8,000 employees operating in 130 countries, Inspicio is a global leader in the international inspection and testing market. The Group operates across three key market segments: commodities, environmental and food testing. Inspicio is wholly owned by 3i and the Group's management and employees.

The Inspicio strategy is to develop the Group through both organic and acquisitive growth, combined with operational excellence, as well as maximizing any consolidation opportunities. The Inspicio vision is to become a significant global player in the TIC market. www.inspicio.com

About Eclipse Scientific Group

Eclipse Scientific Group (www.eclipsescientific.co.uk) is one of the UK's leading providers of analytical testing services. Whether you require analytical testing of food and drink, dairy, water, or pharmaceuticals, Eclipse Scientific Group provide a comprehensive range of microbiological, physical and chemical testing services combined with industry leading technical expertise and customer service.

Our testing services are complemented by consultancy services in areas such as HACCP, due diligence and food technology as well as legal and labeling advice. We offer a wide range of animal health testing services and have a dedicated BSE-testing laboratory as well as a laboratory supplies division to ensure that all of your requirements are catered for.

Acquired by Inspicio in 2006, Eclipse Scientific Group has 12 laboratories located across the UK and Ireland. Each is UKAS or INAB accredited to ISO 17025.