

Who is Columbia Tech Field Service (CTFS)?

The Columbia Tech Field Service group is an on-site supplier of asset management, maintenance, general repair, troubleshooting and debugging services. CTFS provides the field support component of Coghlin Companies and equips its customers with a cross-functional team of support engineers and technicians skilled in electronics, mechanics, pneumatics, refrigeration, and computer technology to meet scheduled or “on-demand” needs for companies requiring additional on-site, or field, technical bandwidth.

Our capabilities include NIST traceable calibration, preventive maintenance, repair, installations, and upgrades. Our maintenance solutions include spare parts inventory, RMA, scheduling, call logging, and record management. We are available for “as needed” call-out services, contractual calibration and maintenance, and full service on-site asset management. Our “on-site” model results in the highest cost savings opportunities and the best overall service and quality because skill-set utilization can be optimized.

Quality and Safety:

CTFS assists customers in meeting ISO quality objectives by strict adherence to all quality control policies and procedures. Calibrations performed by CTFS are traceable to NIST standards and all documentation is managed according to customer requirements and our own quality management system.

Our group is committed to ensuring all work environments are safe and meet all regulatory safety requirements. CTFS incorporates a safety management system including a dedicated Health and Safety Coordinator trained to the current OSHA and NFPA standards. All work areas are continuously monitored and our staff is equipped with all required PPE (Personal Protection Equipment), LOTO (Lock Out-Tag Out) equipment and MSDS information.

CTFS strictly adheres to EPA guidelines related to the proper management of refrigerants and our staff holds multiple refrigerant recovery, use and handling certifications.

Who is our Target Market?

The Columbia Tech Field Service group assists companies seeking to reduce equipment ownership costs by providing the best value maintenance and asset management solutions. Companies using OEM call-out services or service contracts will benefit by having a single source provider of equal or better quality, and at a lower cost. Our customers generally include technology driven companies that have a large on-site equipment volume or install base where training, service and maintenance cost spend is high. CTFS also partners with companies who are launching new products and are seeking a trusted third party contractor to manage the entirety of the field services, spares management and refurbishment of products on-site, or at an assigned depot for them.

Facility Description:

Headquartered at Columbia Tech, 17 Briden St, Worcester, MA with satellite offices and labs at various customer locations throughout the United States.

Contact Information:

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