

CASE STUDY

How the RSCS Calibration Lab Improved Turnaround Time and Service Reliability for a 400-Technician Field Team



Since working with RSCS, we've been nothing but pleased and impressed. The lab has helped us get out of calibration jams multiple times.

John Homan, Depot Equipment Administrator
Smiths Detection

RESULTS



- Significantly faster turnaround time—the customer's #1 priority
- High responsiveness from the entire team, including lab, billing, and shipping
- Improved reliability and professionalism compared to their previous provider
- Flexible, personalized service, ensuring the customer gets exactly what they need



**Fast
Turnaround**



**Professional
Service**



**Customized
Solutions**

CHALLENGES



A large field operations team managing 400 technicians needed fast, reliable calibration turnaround for their radiation meters. Their previous provider couldn't keep up with workload demands, causing delays and creating operational bottlenecks.

SOLUTIONS



After transitioning to RSCS, the customer immediately experienced faster turnaround times for their calibration instruments. Even while sending in 5–7 instruments each week, they consistently received timely communication and status updates throughout every step of the process. RSCS also provided customized support, such as tailoring how certifications were delivered to better align with the customer's workflow.

Across the entire calibration experience, the customer was met with friendly, responsive service. From the lab manager to the billing and shipping teams, every question and request was handled with professionalism, attention, and respect.



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