

What our Customers are Saying...



Andrew Kenny
Technical Manager
Sheffield Hallam University

*Teledyne ISCO and Mark took the time to get to know the university, the area and people. This resulted in the service feeling very **personal and relevant** to us and our needs.”*

What problem did you need to solve?

There was often a high demand for the flash systems that we have which would result in queues and delays. We wanted to purchase a new flash system to alleviate this strain with the system being in budget, user friendly and cost effective, whilst delivering high levels of performance.

How was the problem addressed?

The customer service provided was outstanding. Mark (Dodsworth) was easy to contact and always so helpful. We had an initial chat to establish our needs and discuss which system would be the best for Sheffield Hallam University. We were then given access to trial a demo instrument for a period of time in which Mark provided training sessions and was always available to answer any questions or troubleshoot any issues. This allowed students, academics and technical staff to gain hands on experience with the instrument.



How did you find working with Teledyne ISCO?

Teledyne ISCO and Mark took the time to get to know the university, the area and people. This resulted in the service feeling very personal and relevant to us and our needs. Everyone at Teledyne ISCO has always been extremely helpful and prompt with replying.

How have you benefited from the process?

The system has reduced the strain on our other systems and has reduced waiting times to get on the instruments. As the system is user friendly training students is a lot quicker and easier.

What would you say if you were recommending us to another company?

I would definitely recommend the company and the instrument to others. I have spoken to an ex-student who is now part of a research group at University of Strathclyde and I recommended that they get a CombiFlash®.

How can we
Help You ?

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