

How Farm Management Support works

Before start-up: In the months preparing for your start up, we are here to guide you with our knowledge experience and expertise. Our initial contact will take you through a timeline of what to expect and the support you will receive along the way. Cows' teats will be measured and scored, and plans will be drawn up on to train your cows for a stress free and smooth transition. We will then guide you through the beginning use of our Horizon software, which is there to support you with your decision making and help organise your new tasks and routines. Lastly, we will always look to involve the rest of your farm team, which may be your nutritionist, your vet, breeding company and family.

Start-up period: A week before start-up, cows will be introduced to the robot for their training period. This training is essential to make the start-up day stress free for cow and customer. On the day of start-up, cows will be grouped and brought to the robot by your team. FMS will be on hand to help scan for teat coordinates, and once mapped start the milking process. We will guide you through this day and what to expect after this point, alongside further technical support from our engineers who focus on the milking equipment.

After start-up: We will work closely with your team to return to your farm goals and further support you on how we could optimise your system. To do this, once started and settled, you can expect a visit with your FMS advisor to take the time to review your farm's performance. Besides individual visits, we hold training events and discussion groups on farm to encourage knowledge sharing through practical experience from owning and working with our milking robots.



Additional Services*

- Herd health & shed management
- In-depth robot and herd optimisation
- Regular phone and TeamViewer support
- Yearly teat end score
- Additional visits
- Ongoing feed or cow health issues
- SCC / TBC / milk quality issues

*May be subject to charge

Lely Center Devon & Cornwall



📍 Units 1-4
Woodcock Park
Shadrick Way
Holsworthy Industrial Estate
Holsworthy
Devon, EX22 6FH

☎ 01409 254413 / 01404 515599

✉ info@hol.lelycenter.com

🌐 www.lely.com/gb/centers/devon-and-cornwall/

farming innovators



FMS: Farm Management Support

Regardless of whether you are just about to make the transition to automatic milking and/or feeding, or you have been using our products and management systems on your farm for a while, our Farm Management Support (FMS) team will guide you before, during and after you start to optimise and get the most out of your product.



farming innovators





Lely Center Devon & Cornwall

From 2022 the frequency of FMS visits will be allocated dependent on the number of robots.

The following visits are included in your contract:

- 1-3 robots = 1x FMS visit per year per farm
- 4-7 robots = 2x FMS visits per year per farm
- 8+ robots = 3x FMS visits per year per farm

Outside of these visits we also hold regular discussion groups and training events. Other topics can be viewed in more depth, or other areas on the farm can be visited, like dry cows and calves or youngstock.

We can also meet / liaise with feed reps, nutritionists, consultants, or vets to answer any questions they may have or to overcome issues as a team on your farm.

Please see extra services on back page.

FMS General Visits:

FMS general farm visits consist of an overview of your herd health and robot performance with an agreed action plan provided after our visit.

- Herd and Robot performance review
 - FarmScan
 - Milk Quality (Bactoscan, cell count, milk solids)
 - Fertility performance & milk yields
- Discussion of previous targets and future goals
- Current situation and concerns
- Software data settings review
 - Milk Access & Milk settings
 - Feed settings
- Farm walk
 - Check milking process at each robot
 - General review of cows & cow housing

Farmers can contact any of the FMS advisors with concerns or questions throughout the year.

In response, the allocated FMS visit for the farm can be moved forward, or an extra (payable) visit or online review can be organised.



Meet the FMS Team:



Bas van Santen
Assistant Center/Manager & After Care
bvansanten@hol.lelycenter.com
07854 413392

Bas van Santen joined Lely Center Devon & Cornwall in August 2020. In his previous role, Bas was Farm Management Support for Lely Atlantic covering all the Lely Centers in the UK & Ireland. Prior to joining Lely, he was an agricultural advisor covering breeding, feeding, business planning and milking technology on dairy farms in the UK.



Wendy Ward DVM MRCVS
FMS
wward@hol.lelycenter.com
07717 830046

Wendy Ward-van Winden DVM MRCVS is a qualified farm vet and joined us in 2016 after working in practice for over 9 years. In her role as a Farm Vet, she trained as a skills trainer and teacher, which helps when training farm staff to work with the robotic system. Wendy sees great benefits of involving the whole farming team; farmers, feed advisors and vets on farms and working together to solve issues.



Merryn Cows
FMS
mcows@hol.lelycenter.com
07483 345839

Merryn joined us in March 2021. With a degree in Animal Science, Merryn spent 5 years working for Mole Valley Farmers, where she progressed as a nutritionist working with local dairy farmers as well as gaining experience with customer service and ruminant compound formulating teams. Besides dairy cow rationing, she had CowSignals training and gained a diploma in ruminant nutrition.