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proven service solutions for the
refrigeration & air conditioning industry

Birdsall Services looks at the internet to streamline its service activities

additional clients in this sector:

- Artic Services
- Birdsall Services
- Industrial Cooling Services



Birdsall Services, a leading services provider in the air conditioning, refrigeration and heating sector, is considering harnessing the power of the Internet to streamline its customer service administrative functions.

Birdsall will speed up and improve the quality of its communications with customers, suppliers and engineers, eliminating much of the paperwork currently being created.

By equipping the 32 - strong team of technicians with high - tech hand-held devices - probably laptop computers or XDAs - which will communicate customer/job data with the company's host Service Centre service management system from Tesseract, Birdsall's service director, Steve Byrne, believes the technology will not only save the engineers a lot of time, but because the 'electronic time sheets' being transmitted will by-pass administrators at the company's Hemel Hempstead (Herts) base and go straight into the service database, the admin department will also be spared the time and effort traditionally involved in booking service calls in and out.

With a nationwide customer base, including blue chip clients such as the BBC, Heathrow Airport and Kodak as well as many hospitals & universities Birdsall Services provides a range of installation and maintenance services, including 24x7 contract maintenance on guaranteed response times as tight as two hours. The company has been using Service Centre for around 10 years to manage and control its field service operation. So far, all its service data is communicated via mobile 'phones with the field staff.



The investment in the Web functionality via Service Centre's Remote Engineer Access module will, says Steve Byrne, "further improve the level of service we provide customers", and he points out that the engineers will continue to use their mobile 'phones for voice communication purposes.

Birdsall will then become one of a high number of Service Centre users who utilise the system's remote access capabilities, whether by laptop computer or other forms of hand-held devices.

clients comment:

"Service Centre's Remote Engineer Access module will, further improve the level of service we provide customers."

Steve Byrne - Birdsall Services

tesseract comment:

The Service Centre system has significantly improved the quality of communications with Birdsall and its customers, suppliers and engineers saving valuable time and eliminating paperwork.

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