



proven service solutions for the  
refrigeration & air conditioning industry

# Tesseract's Service Centre management system is a breath of fresh air for **Artic**

## additional clients in this sector:

- Burgin Maintenance
- Birdsall Services
- Industrial Cooling Services



## clients comment:

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Colin Trowell - Artic Building Services

## tesseract comment:

Service Centre is a complete system with a full suite of modules, enabling service centric companies such as Artic to really understand what is the current position of any service call at any time.

**Artic Building Services has a burgeoning reputation for the supply and maintenance of air-conditioning and heating systems for businesses throughout London and the Home Counties, including many blue-chip companies.**

Ensuring that reputation continues to develop and grow has meant investing in leading technology solutions to underpin the company's entire operations, including the sourcing of a service management system that would handle everything, "from the beginning of a job right through to invoicing", states customer service manager Colin Trowell.

"The new solution had to meet our overall needs, particularly in terms of productivity and cost effectiveness," he says.

"Tesseract's Service Centre provided us with that. Also, it was the only system we saw - and we looked at most on the market - that could integrate fully with our Sage accounting package, and that was another key criteria."

Colin Trowell describes the company's previous service management system as manual, with a history of plant or works that was difficult to track. "The planning and completing of service jobs was extremely time consuming and bureaucratic," he says.

"With Tesseract, on the other hand, everything can be done in a fluid manner, at the touch of a button, which makes it much easier for our service engineers when it comes to closing out jobs.



"We will also have much greater control and flexibility over the way in which we distribute stock to them."

The company is looking to move its service engineers over to PDAs early next year to take full advantage of the browser-enabled features of Service Centre

"Previously, we were scheduling service jobs a week ahead. With Service Centre, hopefully, we will be scheduling six months ahead," he adds.

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