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Proven Service Solutions for Refrigeration & Air Conditioning Equipment

Service Centre scalability maintains Climate's Control

With 600 customers nationwide, Climate Service's reputation as a specialist maintainer of air conditioning and refrigeration equipment depends just as much on the way it manages its customer service operation as it does on the skills of its 85 field engineers.

The fact that it has been using Tesseract's Service Centre customer management system for 12 years says it all.



Earlier this year it upgraded to the latest version 'to capitalise on the benefits of modern

CLIMATE SERVICES

technology in a multi-site, multi-user environment.'

Based in Solihull, West Midlands, Climate Services performs

contract maintenance, repair, replacement, condition monitoring of screw compressors and screw compressor rebuilding.

It utilises the Service Centre modules of Call Control and Customer Assets because 'the system meets our needs regarding price, familiarity and upgrade path.'

A long list of system features are highlighted by Climate Services as benefits, including internal

scalability (the system is used across six sites), customer contract control, progress monitoring and management reporting in various configurations.

In addition, the company points out the potential gains through the ease with which Service Centre could be integrated with a remote data collection system and with its financials.

JS Humidifiers, the largest company in the UK dedicated to humidification, has for the past five years been benefiting from Tesseract's Service Centre service management system's ability to improve the efficiency of its service call handling operations while also achieving timely and accurate management information about every customer.

According to service co-ordinator, Barbara Wills, the Tesseract software was installed to replace a Cardbox-based mainly manual service management system.



"Our use of Service Centre means that we not only have a real-time picture of what is happening with every item of equipment at every customer site," says Barbara Wills, "but it also means we have an accurate

Tesseract Service Centre keep JS Humidifiers top of the customer league

history of every service action."

Based on the South Coast, JS Humidifiers specialises in solving problems created by dry air – whether for comfort, health or

personal productivity in the office, protecting valuable works of art in galleries and exhibits in museums, or improving quality and productivity in industries such as textiles, print and tobacco.



It supplies a wide range of humidifiers to a global customer base, supported by a team of field technicians who perform a variety of installation and service tasks. Job sheets created by Service Centre are emailed to the engineers' homes on a weekly basis, and urgent service requests are passed to them via mobile 'phones.

Service Centre 4.2 has been developed using HTML and business objects, and is equally at home on the Web, on a LAN, WAN or WAP 2.0 mobile phone.

SERVICE CENTRE is a modular product and is designed to integrate in a range of configurations to meet specific customer requirements.

1 CUSTOMER ASSETS
2 CALL CONTROL
3 REPAIR CENTRE

4 PARTS CENTRE
5 QUOTATION MODULE
6 REMOTE ENGINEER ACCESS

7 INVOICING MODULE
8 METER BILLING
9 PROSPECT CENTRE

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 by speeding up and improving the quality of its communications with customers, suppliers and engineers and eliminating much of the paperwork currently being created.

Birdsall Services looks at the internet to streamline its service activities

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

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 24 x 7 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



timesheets' 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.

'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.

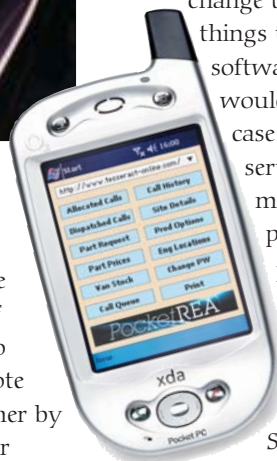
Web based SMS makes remote communications a very 'COOL' move!

Within two years of implementing Tesseract's Service Centre service management system, Industrial Cooling Services (ICS) has now opted to install the latest, browser-based version of the software to further improve communications between the host system and field engineers.



Based in New Milton, Hants, ICS specialises in the service, maintenance and repair of process water chillers - as supplied by its sister company, Industrial Cooling Systems, as well as other brands.

Iain Hazell, Operations Director for Services, states that Service Centre improved the company's overall service management operation - and it has done so "by seamlessly integrating with our business processes, rather than us having to change the way we do things to suit the software. We felt this would have been the case with other service management packages."



4.2 is equally at home on the Web, on a LAN or WAN. Utilising the system's Web-based capabilities via PDAs (to replace mobile 'phones and faxes) will, adds Iain Hazell, streamline communications between call logging and despatch and job closure by the company's team of 20 nationwide field engineers - and thus, further improve the company's levels of customer service.

Developed using HTML and business objects, Tesseract's Service Centre



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