



PARTS

# centre



## 4.2 Global Service Management System

**This fully integrated Service Stock Control module handles Stock from Warehouse to Van through the complete Stock, Usage, Repair cycle.**

The module allows for stock to be either repairable or disposable. Repairable parts are flagged as bad when used and can then be tracked with an optional Serial Number. All parts are tracked by Location or Site with a stock control record covering Max/Min reorder levels, parts allocated through parts requests or sales orders, actual stock quantity and parts needed when stock is not available. Serialised stock has additional information including actual price, PO number, warranty details and revision information.

For valuation, WAUP and Standard Costs are maintained along with up to six Sales prices for each Part Number. Alternative Parts, Parts by Product and Park Kit tables are available to ease management and administration of the Service Stock Control operation.

Parts Centre also includes Purchase Orders with preferred suppliers and parts super cession, Sales Orders enabling stock to be allocated, sold and optionally to be installed as a serialised product with all warranty details and Repair Orders where bad or broken stock can be shipped out to a third party for repair.

*continued overleaf:*



tesseract

Supplying service solutions for over 15 years



**Product Brief**

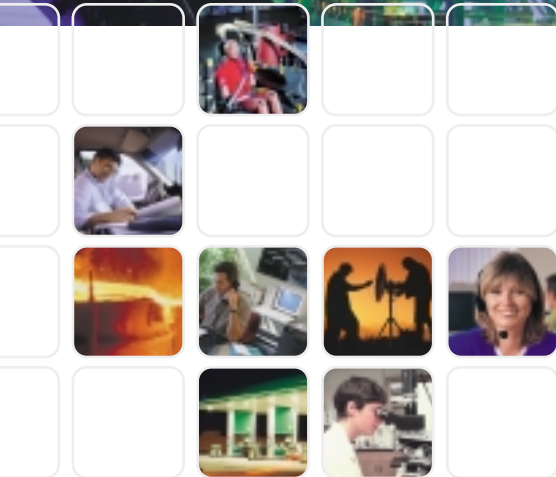
### Company Overview

Tesseract was formed in 1985 to develop, market, sell and support specialised 'Problem Management Systems' for the Service Industry. Our singular commitment to Service Management ensures that we are in touch with the requirements of our customers not only for today, but for the future. Our development within the field of Service Management leads the way for the next generation of Service Operations.

SERVICE CENTRE, our service management package, has evolved over the last 15 years and can now boast over 350 successful installations in 27 countries.

OnLine **4.2** Demo

[www.tesseract.co.uk](http://www.tesseract.co.uk)



Tesseract 'Service Centre' has been successfully implemented in many different industries.



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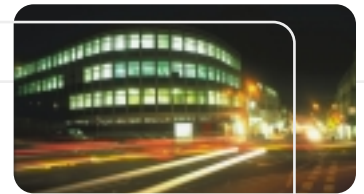
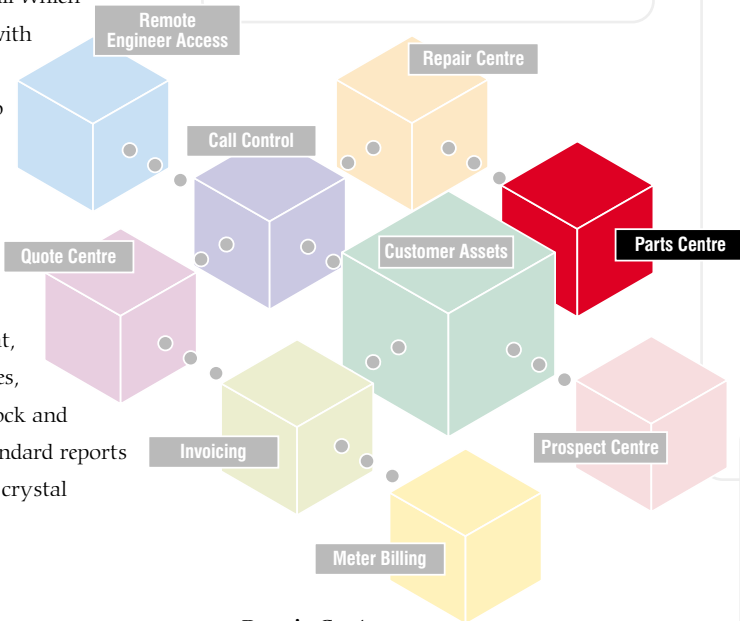
Parts Requests, another feature of the system, allows for documented control of internal Stock movements; Part Requests can also be linked to relevant Service Calls controlling allocation and shipping of existing Stock and recording Returns, where relevant.

Any part bought, sold, used, moved or changed will create a record in the parts movement Audit trail which can be viewed on screen with the audit trail browser.

The system also feeds into invoicing from processed sales orders.

Standard reports include parts usage, picking lists, packing lists, Sales Order Print, Purchase Order print, Repair Order dispatch notes, stock valuation, excess stock and stock on hand. All the standard reports have been developed with crystal reports allowing for user customisation.

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



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Parts Centre

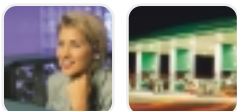
### Product Overview

#### Customer Assets

Comprehensive records of multiple site, customer equipment installations with configuration options, contract, sub-contract and service level control.

#### Call Control

Effective call management in a response-critical environment with call escalation, service diary and parts usage.



#### Repair Centre

A flexible workshop module including job tracking, escalation, batch book-in/ship-out and workflow; all with bar coding.

#### Quote Centre

A contract quotation module allowing for re-quotes based on existing quotations, quotes based on existing contracts and new contract quotations.

#### Prospect Centre

This module handles both new and known (customer) sales prospects. Actions are logged against each prospect and salesman's to-do list generated.



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#### European Office

Prospect House, Crendon Street  
High Wycombe, Buckinghamshire  
HP13 6LA. United Kingdom  
Sales **+44(0) 1494 465066**  
Support **+44(0) 1494 521981**  
Facsimile **+44(0) 1494 464756**  
Email **sales@tesseract.co.uk**  
Web **www.tesseract.co.uk**

