



CUSTOMER

# assets



## 4.2 Global Service Management System

*The Customer Assets module is a powerful tool in its own right which can be used stand-alone or in conjunction with the range of Service modules to provide the benefit of a fully integrated system.*



This primary module is designed to provide total control and management of Customer Asset data. This control covers multiple customer installation sites with both system and specific product configuration information.

Each product can also have a predefined feature list enabling the system to auto-generate this list with each installation.

Within each installation site the system tracks serialized installed equipment, handles both parts and labour warranty control and planned maintenance.

Any changes to installed customer asset or product movements are audited to provide a full machine history.

Standard reports included Equipment configuration by customer/site, out of warranty report and asset movement.

Within the Customer Assets module is also sophisticated Service Contract Administration program. Multiple contracts are available by customer with Service Level commitments maintained at both an asset and contract level. Also controlled at an equipment level are supplier service contracts together with their agreed service levels. Call counting, special charges and cost of parts are also controlled at a contract level together with invoice cycle and period. Contract charges can be calculated on a product by product or resource basis.

*continued overleaf:*



tesseract

Supplying service solutions for over 15 years



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Product Brief

### Company Overview

Tesseract was formed in 1985 to develop, market, sell and support specialized '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.

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

OnLine **4.2** Demo



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*continued from overleaf:*

As with equipment control changes to any contract details are audited providing a complete contract history.

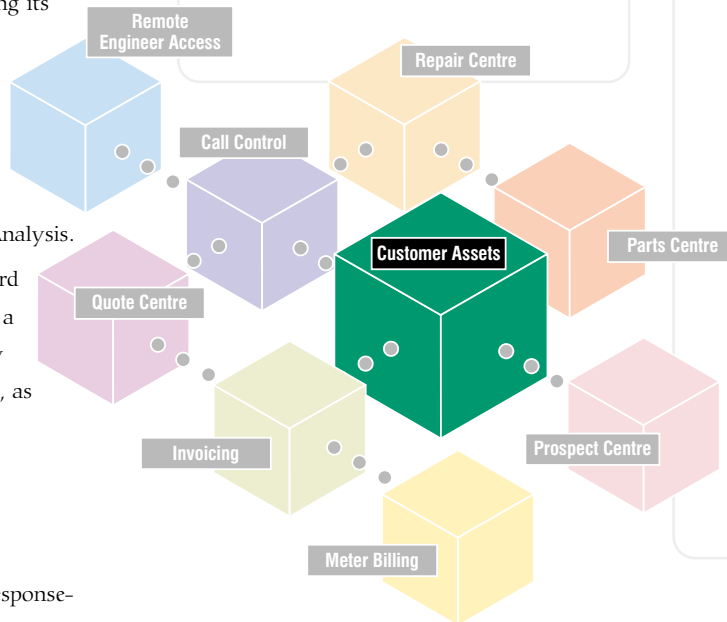
Periodic invoicing is controlled and updated by the system with the invoice address selectable between customer, site or contract. The invoice process also handles pro-rata billing as equipment is added to or removed from a contract during its invoice cycle.

Standard reporting includes Contract Renewal and Revision, Routine Maintenance, Contract Revenue, both forward and deferred and Contract Cost Analysis.

In addition to the Suite of standard reports, Crystal Reports provides a powerful end user tool to modify existing or add additional reports, as required.



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



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Customer Assets

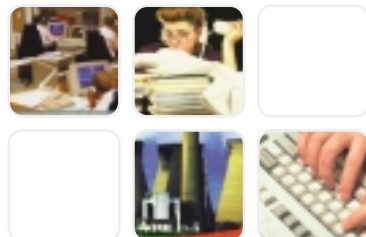
### Product Overview

#### 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.



#### Parts Centre

An integrated multi-location stock control system specifically designed for the control of service stock from warehouse to van.

#### 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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