Repair Centre is the Tesseract workshop system. It can be used both as standalone and in conjunction with the call control module. Service calls can, in fact, be logged on the system and moved to the workshop.
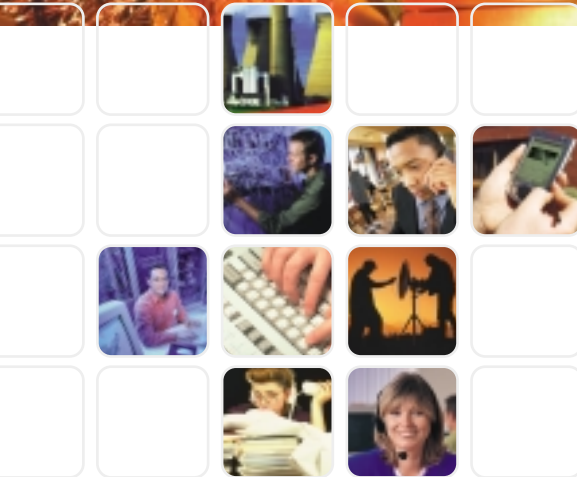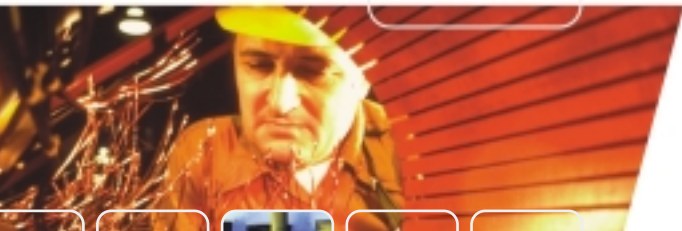
Tesseract 'Service Centre' has been successfully implemented in many different industries.

OnLine **4.2** Demo

www.tesseractUSA.com

Using information from the Customer Assets module, Repair Centre allows the user to enter, update, complete and ship workshop jobs. Using the booking in wizard these jobs can be entered individually or in a batch with the system checking such detail warranty and contract status.

Each job is assigned a number, a job type and a flow code. The flow code allowing the user to predefine the route any job takes through the workshop. The system also allows for equipment, not previously recorded, to be entered as a job and this information added to the asset database as a serialized product.

While a job is in the workshop technical reports can be added indicating what has been done and by whom and what parts have been used. Any item in the workshop can also be upgraded whereby its product number is changed.

Once a job is complete it can be shipped out individually or in a batch. Replacement parts can also be shipped prior to receiving any part from the customer or before the job is complete.
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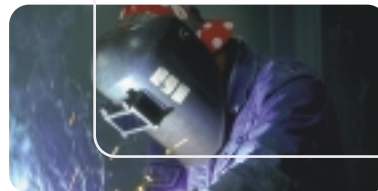
tesseract

Supplying service solutions for over 15 years

Product Brief 3

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.
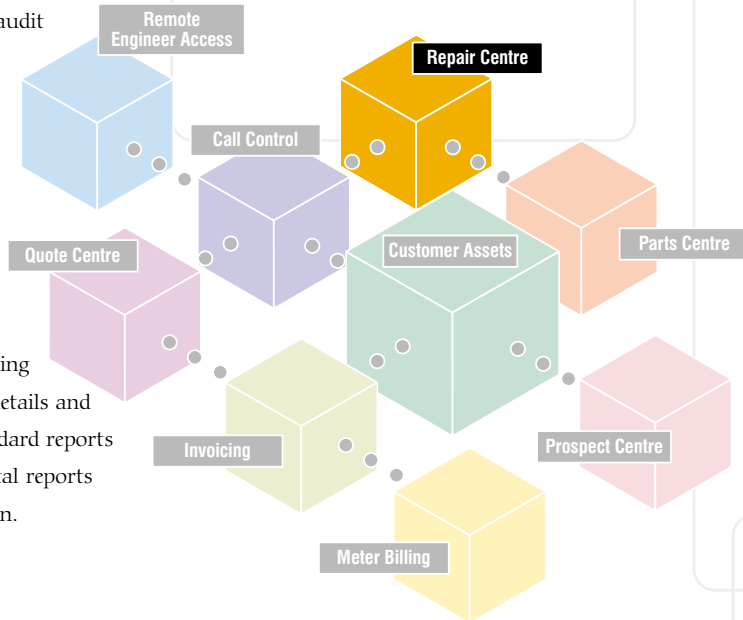
continued from overleaf:

The workshop-shipping wizard comfortably handles all the different shipping scenarios.

A bar code scanner can also be used with both the booking-in and shipping-out wizards.

As with other modules all part movements are recorded in the movement audit trail. This also includes new equipment added to the system through the workshop and Workshop upgrades.

Parts usage and labour feed through to allow billable jobs and parts usage. Standard reports include job sheet, shipping documents, workshop traffic details and turnaround times. All the standard reports have been developed with crystal reports allowing for user customization.

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

Remote Engineer Access

Repair Centre

Call Control

Quote Centre

Customer Assets

Parts Centre

Invoicing

Prospect Centre

Meter Billing

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.

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.

3 Repair Centre

tesseract
Supplying service solutions for over 15 years

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