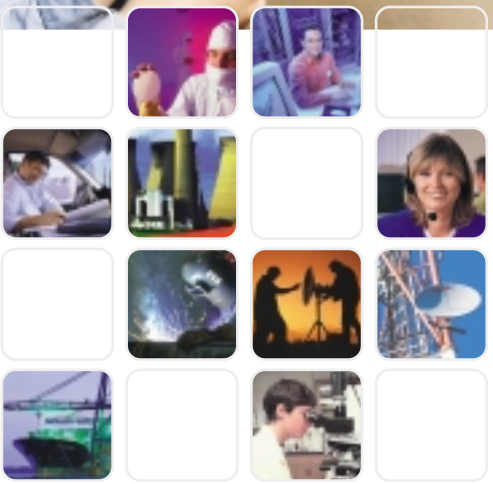
REMOTE ENGINEER access

4.2 Global Service Management System

In today's response critical service environments, providing information to and receiving information from your Engineers is essential for effective and decisive management.



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

OnLine 4.2 Demo

www.tesseractUSA.com

Tesseract Remote Engineer Access provides the tools to achieve full information flow directly between the Engineer and Service Centre whilst retaining central control.

Once the engineer has logged in remotely he is allowed to handle several functions. These include viewing allocated calls for dispatch; call history for a site, customer or product; raising a parts request against a job; closing a completed job and adding all the service reports, validating times and codes and any parts used/replaced; checking on parts availability/price; enquiring on allocated call queue or location of other engineers.

This remote system even allows the engineer to print a job sheet, in the case of the PDA via an infrared port and a portable printer.

The software can run on any browser and has been tested on laptops, Windows CE, Pocket PC and Nokia 9110/9210 using GPRS, GSM or PSTN. Tesseract Remote Engineer Access is also available for WAP 2.0.

tesseract

Supplying service solutions for over 15 years

Product Brief 6

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.

REMOTE ENGINEER access

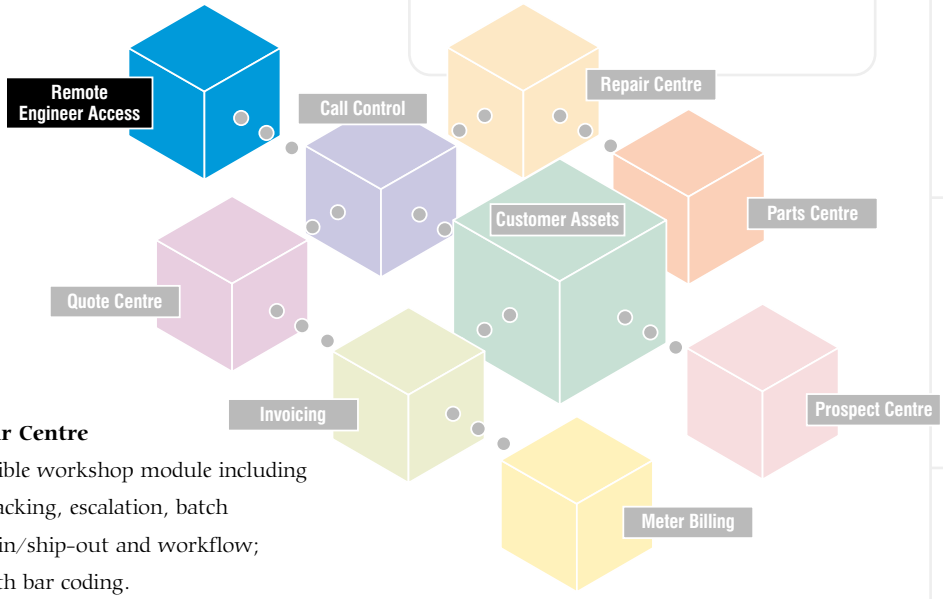
4.2 Global Service Management System

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.

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



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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