



our product

Service Centre 4.2 is the latest generation software developed by Tesseract, the market-leading suppliers of innovative Service Management Systems.

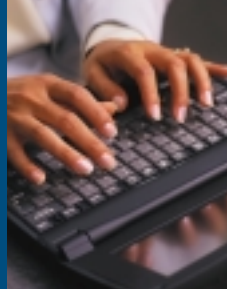
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tesseract
Supplying service solutions
for over 15 years



Service Centre 4.2 is the latest generation software developed by Tesseract, the market-leading suppliers of innovative Service Management Systems.



Tesseract have taken the functionality of their successful Windows based system, Service Centre 4.1, and developed a totally new product utilising the latest software tools and server architecture available from Microsoft.

What are the main Business Benefits?

Benefits of Service Centre 4.2 can be grouped into three main areas, each contributing to increased organisational effectiveness.

IN *brief*

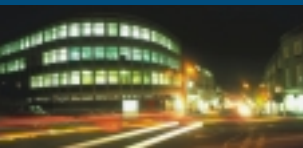
1 - Reduction of Costs

- Client Software - As the Service Centre 4.2 is browser based, there is no software installed on client workstations, meaning that costs related to installation, maintenance, etc are eliminated.
- Communication - Costs associated with intra-site communication can be cut as connection is via the Internet and the cost is just that of a local telephone call. Leased lines become a thing of the past.
- IT Staff - Centralisation of IT skills - centralised databases mean centralised IT staff, reducing training and specialist manpower costs in remote locations.
- Reporting - Easier multi-site reporting - centralised databases lead to easier and more effective reporting, which will quickly provide the information needed to increase business efficiency.

continued overleaf.



Tesseract was formed in 1985 to develop, market, sell and support specialised 'Problem Management Systems' for the Service Industry.



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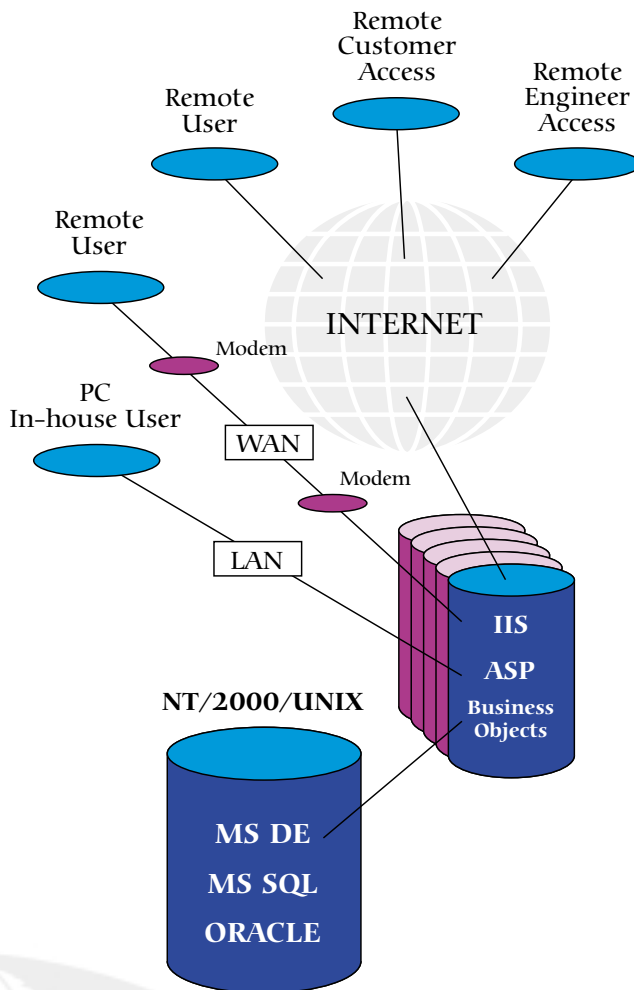


2 - New Functionality

- Remote Customer Access – customers can be allowed to log and monitor service calls via the web.
- Field Engineer Access – technicians in the field can be allowed to dispatch assigned calls, update and/or close calls and enter parts used and/or required.

3 - Increased Power

- The system becomes very scalable allowing application processing to be split across multiple servers enabling enhanced response to an even greater number of users.



System Architecture and Scalability

Client

This can be any device that supports a browser and communicates with the server via any of the following transports:- LAN, WAN, Intranet, Internet and Remote Access Server (RAS).

IIS (Internet Information Server)

As IIS is part of NT there are no additional license costs and, of course, it runs on an NT server. IIS is, in fact, the web server software and is used whatever client transport is chosen.

ASP (Active Server Pages)

This is a scripting environment that runs on the web server. It is the ASP that dynamically generates the HTML forms that are displayed in the browser. As with IIS this is part of NT with no additional license costs.

Business Objects

These are the business rules that determine how the application works and again run on the NT server.

Database

This is a client/server database running on a NT server. The system supports three databases being MS DE, MS SQL and Oracle.

Scalability

The services outlined above need not be physically separate servers. It is possible to use one server to fulfil the web, business rules and database server roles. This flexibility allows us to scale the application according to the user requirements, splitting the processes across multiple servers to handle increase in traffic, if required.