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service center **five**

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case study

tesseract - client industry v.5



proven service solutions for the **medical & pharmaceutical equipment** industry

Tesseract's service center system - the prescription for **TDI's** service success!

Inova Technical Dynamics Inc. (TDI), the specialist provider of biomedical and radiology maintenance services to leading healthcare facilities in the greater Northern Virginia area, is to install Tesseract USA's browser-based Service Center service management system to generate savings and efficiency gains in every aspect of its equipment maintenance operation.

According to director Roger Viani: "Not only will Service Center allow our service engineers to have increased access to current, live data but we will also have improved documentation since our technicians will be directly entering the data into the system. As a result, there will be fewer errors in documentation and billing will therefore improve."

"The new service software will also generate improved resource utilization since some staff responsibilities will shift. We will see improved workflow and much less replication, as well as less paperwork traffic and increased overall efficiency."

Providing around 100 care facilities, physician offices and clinics with a range of services, TDI's operations also embrace four of the hospitals of its parent company, Inova Health System.

With two clinical engineers and around 35 biomedical engineers and radiology service coordinators, TDI's remote actions are currently recorded by field engineers using a paper-based system. The information is then 're-entered' by administrative staff, using several databases and software applications necessary to complete the required operational and business functions.



After deciding to upgrade the operation, Tesseract's Service Center was chosen by TDI because of its comprehensive asset management capability, "where service order entry is so straightforward" says Roger Viani. He continues: "It was the system's sub-contractor/vendor contract functionality that was most appealing, since this addresses a large part of our business, which no other software application did nearly as well as Service Center."

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additional clients in this sector:

- Universal Medical Services
- Huntleigh Healthcare
- Lion Laboratories



clients comment:

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- Roger Viani - TCI

tesseract comment:

The system allows service engineers access to current, live data which improves documentation with other technicians. As a result, there are fewer errors in documentation and billing is improved.



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supplying service solutions
for over 25 years