



service center five

...a host of benefits across the whole board

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tesseract

case study

tesseract - client industry v.3



proven service solutions for the
garage & forecourt industry

No more wash day blues for **Washtec!**

additional clients in this sector:

- Karcher
- Tecalemit
- Istobal



clients comment:

Tesseract "was the only system that caught our eye. It was an 'understandable' service management tool that was relevant to our business."

tesseract comment:

Washtec's customers were increasingly pressurising them to produce performance tables - with the installation of service center they have easy access to all the detailed management data they require.

With a wide customer base, WashTec operates a complex business: car wash hardware is imported (multi-currency); machines are sold / supplied on a shared revenue basis; chemicals are supplied; machines are repaired / maintained / refurbished; and there are various types of contract and non-contract.

"Our old service management system couldn't give us the quality and quantity of information we required," says the company. "Our customers were increasingly pressurising us to produce performance tables - we needed detailed management data concerning call and first - fix rates, and response times".

It was decided that a user friendly system was needed to replace the existing set-up, which ran on a PC that acted as a file server feeding a mixture of dumb terminals (PC's). And Tesseract "was the only system that caught our eye. It was an 'understandable' service management tool that was relevant to our business".

The result? As well as a more streamlined service and accounting operation, one of the most important benefits is that WashTec now has a real-time picture of the total operation.

"Call despatch, contract report times and parts used, for example, are all up-to-date, and we can call off management reports knowing that the data is a true reflection of what is really happening."

"Also, we can view costs on a daily basis by any combination - whether by service engineer, equipment type or parts used, or a mixture of these". "It means we are in total control."



11150 Sunset Hills Road,
Suite 307,
Reston, VA 20190 USA

sales / service
+1 800 747 6882
+1 703 437 4230

facsimile
+1 703 437 9028

email
sales@tesseractUSA.com

web
www.tesseractUSA.com

European Office

1 Newmans Row,
Lincoln Road,
High Wycombe,
Buckinghamshire
HP12 3RE UK

sales
+44(0) 1494 465066

support
0844 4820226

facsimile
+44(0) 1494 464756

email
sales@tesseract.co.uk

web
www.tesseract.co.uk



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