

## service management software

# SC5



time line  
tesseract **Service Centre** service management software

2005

2006

2007

2008

2009

2010

2011

2012

2008 - Tesseract launches the worlds first .Net browser based service management software - Service Centre 5



2010 - Tesseract celebrates 25 years in the development of Service Management Software Systems

The future - Tesseract continues to develop, market & support Service Management Software Systems

# why Tesseract's - Software as a Service?



## Software as a Service (SaaS)

The power and functionality of Service Centre goes without saying but the benefits that SaaS offer are far reaching and hard to ignore for any developing or established business.

## Cost savings over traditional Software

SaaS removes the need to run the application on the customer's own IT hardware, therefore eliminating the burden of high installation costs and ongoing support.

This coupled with no capital software costs enables users to immediately profit on the full functionality and benefits of the Service Centre System but at a fraction of the outlay.

## Hosting Services

By utilising Tesseract's hosting service, users of the Service Management Software are generating cost saving and tremendous IT advantages in terms of eliminating server maintenance.

## Also available by Subscription

By utilising our Software Subscription package, users of Tesseract's Service Management Software are generating tremendous cost savings - as with SaaS there is no capital investment in the software, just a monthly subscription and the application is installed on your inhouse system.

# SaaS

time line  
tesseract Service Centre service management software

tesseract   
supplying service solutions for  
over 25 years

1985

1985 - Tesseract was formed to develop, market, sell and support hardware independent specialised problem management systems

1986

1987

1987 - To support Service Centre Clients Tesseract moves to the UK from Holland

1988



1990

1991



1992

1992 - Service Centre 4.0 software, first Windows based Service Management Software

1993

19

# why choose Tesseract's - service management software?

Service Centre 5 is the latest generation of software developed by Tesseract, the market-leading supplier of innovative Service Management Systems.

# SC5

- System available software as a service (SaaS) and by subscription
- Employee productivity increase by over 20%
- Browser Based
- Powerful GPS integration with TomTom Work
- Dramatically reduce spare parts and stock holding
- Field engineers can use the latest hand-held devices
- Streamline, with unique API instantaneous cross-data entry
- Improved efficiency allows for enhanced SLA's
- Tesseract Support & customer service are second to none

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Tesseract's service centre service management software is currently being used across many industries:

- Office Equipment & Copiers
- Refrigeration & Air Conditioning
- Building Services
- Garage & Forecourt
- Facilities Management
- Instrumentation & Machine Tools
- Medical & Pharmaceutical
- Catering & Vending
- Computer Maintenance
- Security & Fire protection
- Telecommunications

Learn more about our clients at [www.tesseract.co.uk](http://www.tesseract.co.uk)



Tesseract Service Management Software is currently driving service operations in a wide variety of industries - globally

94 1995 1996 1997 1998 1999 2000 2001 2002 2003 2004



1996 - Tesseract release 32 Bit Windows version of Service Centre SC4.1 service management software



2001 - Tesseract launch Service Centre 4.2 the worlds first browser based service management software



2002 - To support Service Centre clients, Tesseract opens North American Office in Reston VA

Tesseract's Service Centre Remote Engineer Access (REA) enables field engineers to make full use of the latest mobile devices.

REACT



### Remote Engineer Access

Service engineers and administrators can access Service Centre from a wide range of equipment via the internet. This offers the most flexible working options for all users.

### Your Choice of Browser Device

Because Service Centre runs on web browsers, PDA's, Tough-Books, in fact any mobile device that connects to the internet. You can choose which equipment best suits your field engineers requirements and working environment. This choice enables you negotiate the best contract deals with your mobile/IT provider.

### Off-line processing

Service Centre now incorporates the facility to allow off-line usage. This means that both the PDA and Laptop versions can store data locally and transfer or 'Sync' the data when a signal is available, all completely transparent to the user. All of the data to and from the field user is via a staging database that is updated in real time and monitored by the call desk giving greater control and visibility.

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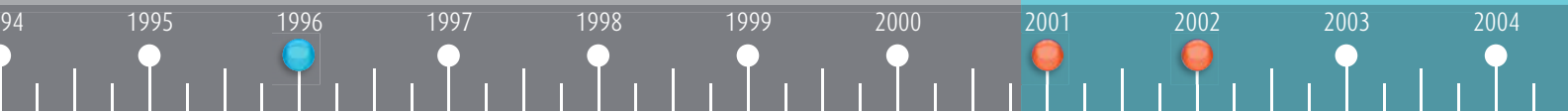
**'Our singular commitment to Service Management ensures that we are in touch with the requirements of our customers not only for today, but for the future.'**



**service centre 5 - brings a host of benefits across the whole board...**

'Our development within the field of Service Management leads the way for the next generation of Service Operations. We recognise the need for integration of systems beyond that available as standard but do not believe this should compromise the requirements of any one system.'

Our specialisation and independence means we are able to work with other system providers and offer technical consultancy ensuring seamless integration of our products within existing systems, to meet your business objectives.'



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## browser based software

**Wherever you are, if you can connect to the internet you can connect to Service Centre.**

**A browser - that's all you need** - If you want low IT maintenance costs this is as good as it gets. Tesseract's software sits securely on our server, nothing to install and nothing to back-up. To access Service Centre all you need is an internet browser.

**Subscription Service** - Not only does Tesseract's hosting service eliminate the traditional costs of hardware and software ownership, but it is also available on a subscription basis.

**All the latest mobile and handheld devices are supported** - Tesseract's REA (Remote Engineer Access) component supports the industry standard mobile devices, effortlessly sending and receiving data and captured signatures.

**RCA - Remote Customer Access** enables customers to login and monitor jobs, sales orders, run reports and much more.

### **The benefits of the technology -**

The benefits of using web browser technology to allow remote access are obvious. But, couple that with the functionality that Service Centre offers and you have a powerful structure that keeps your field service operation truly connected.

## who can benefit?

**Small, medium and large multi-national companies, all benefit!**

Tesseract delivers consistent results to a surprisingly wide range of industry sectors and business sizes.

Per user pricing means your company can enjoy all the rich functionality of our Service Management Software what ever the size of your organisation.

### **A totally scalable system**

Once in place our software scales seamlessly as your company grows. Add users as and when you need them, always in the knowledge that Tesseract's first rate training and support is there to get staff up and running fast.



### **Who's using our software in your industry sector?**

Join the ever increasing number of companies using our software and you'll find yourself in very good company. Please visit [www.tesseract.co.uk](http://www.tesseract.co.uk) and take a look at our case studies to see just a few of the companies in your industry already using our software.





## instantaneous - API!

**Tesseract's API allows information to be transferred electronically to and from Service Centre, via any third party system.**

### Data from your exiting systems

Data can be transferred from many systems into Tesseract's Service Centre. The benefits of using Tesseract's API are increased flexibility, reduced risk of data duplication, data entry time is instantaneous and eliminates the need for manual data entry which results in time saving and reduced costs - It also encourages synergy within your IT systems and allows system symmetry throughout your company.

Tesseract's Application interface allows our customers to develop their own solutions, design their own interface to use Tesseract's Service Centre functions, therefore giving our customers complete control.

## email & reporting services

**The flexible and powerful emailing device from Tesseract automates the sending and receiving of emails from Service Centre.**

Any event that takes place in Service Centre can be triggered in an email. The new Electronic Report Service from Tesseract

enables customers to schedule and run reports at any time day or night. These reports can then be faxed, emailed, sent to a printer or copied to a network drive.

### Service Centre integrates with your existing data and more

No more double entry of data the time saving implications of entering data once that is then placed instantaneously in your chosen linked applications is an obvious benefit.

### Flexible data choice

You choose which data to pull from your systems to Service Centre and vice-versa. Data from, stock systems, accounting systems, call and help desk systems, specialised meter reading applications, GPS



tracking solutions - ERP solutions including JD Edwards, SAP and SAGE, can be moved instantaneously into Service Centre.

### 360 Technologies

Seamless integration enables Tesseract's system to run as one with 360's powerful Dynamic Scheduling System, allocating jobs to engineers and monitoring jobs in real time.



## powerful GPS integration with TomTom Work

### Smart & Efficient Tracking

View your vehicles status in real time on street level maps and know their exact location. Identify where your vehicles are located against your planning and optimise your staff when new jobs are added to the workday.

### State of the Art Navigation

Thanks to TomTom HD Traffic and IQ Routes technology, drivers can take the smartest routes to your customers reducing costs and fuel consumption.

### Improved Customer Service

By integrating TomTom Work with Tesseract Software, recorded times and distances to jobs are always accurate. Varying updates for estimated time of arrivals can be monitored, resulting in improved customer service and SLA compliance.

### Environmental Benefits

Eco-friendly fleet management results in reduce costs, using less fuel and therefore a reduced carbon footprint.

### Duty of Care Compliance

The integration with TomTom Work make it easier to adhere to Lone Worker, Working Time Directive, Risk Management Legislation Overall, TomTom Work integration provides you with a far more powerful service solution.



### Real-time visibility

Optimise service levels by seeing your engineers locations in real-time. Map their position and deploy according to the very best geographical proximity.

### HR benefits

Use GPS as a tool for risk management and in relation to the Working Time Directive.

## the smart diary

**Intelligent 'Availability Search' function allows the diary to search time slots automatically and locate the most cost effective appointments for engineers.**

There are numerous diary views allowing operators to see single engineer/one day through to multi engineer/date range.

The new diary utilises Microsoft MapPoint, therefore taking travel times and distances into account and highlighting potential overlaps and overtime situations.

The diary accurately predicts travel times and ETA's therefore reducing fuel consumption and your carbon footprint.



# customer web portal

**Now, supported customers can gain access to Tesseract's informative Support Website.**

Tesseract's Support Website is a powerful, user friendly tool to give you the knowledge and the confidence to make use of more aspects of Service Centre 5.

**Video Help** - Comprehensive video with detailed, yet easy to understand narrative, will help you navigate your way through many aspects of SC5.

**SC5 User Documentation** - Administrators Guides, System Guides and Reference Guides are all available here.

**Training Options** - Training options, courses and agendas are all documented and available to you.

**Remote Assistance** - Share control of your mouse and keyboard through a Remote Assistance.

## Session with Tesseract Support

**Remote Customer Access** - Visit here to log queries with Support, check where calls are in the queue and find solutions to recently logged calls.

**Your Feedback** - Help us improve our training by taking some time out to fill in our feedback form.

# service driven support

## Customer loyalty

Many of our customers have used our software for as long as 25 years. From the original DOS form then as the very first Windows based version right through to today's powerful Microsoft .NET web application. Always receiving consistent customer service and support.

Tesseract - **Service Centre**  
**service management** software

## Training options to suit you

Tesseract offers a full suite of Service Management Training Courses. This includes levels of training to meet the needs of both the users and system administrators.

## Onsite Training Courses

Standard day module courses delivered at customer site directly to a group of end users, who will benefit from this hands-on approach. Emphasis is placed on the user taking an active role in practical sessions.

## Open Training Courses

Open Courses, with other customers attending, run from our training centre in High Wycombe are based on the standard Tesseract module courses in a classroom environment. These may also be run as 'closed' courses for one specific customer if preferred.

## Online Tutorials

Online Instructor led tutorial sessions are offered as one hour (up to one hour) tutorials using an online meeting tool via an invitation from a Tesseract instructor.

