



tesseract - client industry v.8

proven service solutions for
security & fire protection industries

Chubbsafes takes the safe route to service success with tesseract software

Chubbsafes - now part of the international security group Gunnebo - is renowned worldwide for providing solutions for cash and valuable storage, data and document protection.

It boasts a diverse customer base, ranging from small commercial companies to the largest financial institutions.

Chubbsafes has to be sure the technology that drives its service operations is equally secure and uncompromised, which is why it has opted for Tesseract Service Center, the browser-based version of this leading software solution.

"Prior to Tesseract, we just had a standard service module within our existing ERP system," says financial director Richard Baker, "but we wanted to introduce a proper, fully functioning service management solution.

This will provide the real-time access our engineers need, which wasn't possible before."

A key consideration for Chubbsafes was the option to rent Tesseract, rather than purchase the system outright.

"By renting, we were able to make that decision locally, in budgetary terms, rather than having to go through the group approvals process. That has given us a fast and flexible way to manage things."

Tesseract has provided the company with the right tools to handle service calls on behalf of its 50 engineers across the UK.



"We didn't have call-handling software previously. Instead, a service order would go on the system, but there was no concept of call logging or escalation. Now we have real-time scheduling."

Chubbsafes will also interface Tesseract to the ERP system for invoicing and billing, so it is fully integrated with all aspects of service. "And we are planning on rolling out PDAs to our engineers next year, which will make communications more sophisticated and instant."

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additional clients in this sector:

- Group 4 Technology
- Grosvenor Technology
- Multivid
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- Safetell

**clients comment:**

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- Richard Baker - Chubbsafes

tesseract comment:

The installation of Service Center ensures that SCCI can monitor their business easily & effectively. The system tracks the renewal of maintenance agreements - a key feature when looking at revenue streams.

