



service center five

...a host of benefits across the whole board

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tesseract

case study

tesseract - client industry v.8



proven service solutions for security & fire protection industries

Service Center Software helps **Group 4 Technology** stay in control

additional clients in this sector:

- Chubb safes
- Grosvenor Technology
- Multivid
- Delaware
- Safetell



Group 4 Technology Limited

clients comment:

"Service Center runs on a SQL server database which means we can extract data in any form, and the resultant management information has proved invaluable."

- Dave Ella - Group 4 Technology

tesseract comment:

Group 4 Technology trialed over 15 alternative systems before selecting Tesseracts Service Center as the Service Management System with the greatest potential for future growth & flexibility.

The use of Tesseract's Service Center service management software to effectively manage Group 4 Technology's 60 strong team of nationwide field engineers is playing a key role in enabling the company to retain its position as a leading player in the Access Control and CCTV markets.

Group 4 Technology has been using the system for over eight years at its Tewkesbury (Glos.) site and, according to systems development manager David Ella, "having Service Center running on a SQL server database means we can extract data in any form, and the resultant management information proves invaluable."

The Browser-based system embraces a number of easy to use modules - call control, customer assets, meter billing, parts center, repair center and quote center & prospect center - and was selected by Group 4 Technology from 15 alternative systems to replace an ageing Unix field service management set-up.

"In addition to the system's improved functionality and lower cost," comments David Ella, "Service Center was chosen because its Microsoft architecture not only provided the necessary management reporting flexibility but also offered good potential for future mobile data communications with our field engineers."



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