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service center five

...a host of benefits across the whole board

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case study



tesseract - client industry v.5

proven service solutions for the
medical & pharmaceutical equipment industry

Tesseract service center software completes the customer care picture for **Huntleigh Healthcare!**

additional clients in this sector:

- Innova Health System
- Universal Medical Services
- Lion Laboratories



Superlative customer service is of equal importance to high-quality product design and manufacture in maintaining Huntleigh Healthcare's reputation as a world leader in the non-invasive health care market.

A team of 160 field service technicians working from a nationwide spread of service centers, and backed up by 24 technical support staff at the Luton headquarters, gives some idea of the scale of the company's round-the-clock service activities that are based on a maximum response time of six hours. And it's an operation that depends on the visibility being provided by the powerful yet easy-to-use functionality of Tesseract's Service Center service management system.

Networked across the company's 13 service depots, the system not only gives Malc Deluce, the company's service manager, "total visibility of everything that goes on in the field", but Service Center also generates high levels of management reporting information and, by definition, management control.

Huntleigh Healthcare designs and manufactures a wide range of health care devices - including the recent launch of two innovative mattress support and electrically-powered bed frame systems designed to minimise the morbidity and mortality rates in immobilised and critically ill patients.

Malc Deluce explains how all service calls on these products are handled centrally at Luton, then assimilated on a geographical basis for distribution over the network to the relevant Service Center terminal at each service depot.



The company's service engineers access the terminals directly to open and close each job, and to re-order spare parts, if appropriate. Each job is then updated in real-time across the network, with the result that every call is completely transparent.

"By accessing my Service Center host at Luton," comments Malc Deluce, "I have an instant, up-to-date picture of our service activities - including outstanding calls, billable calls and revenues. The system gives me exactly what I need - and that's effective management control."

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clients comment:

"I have an instant, up-to-date picture of our service activities - including outstanding calls, billable calls and revenues. The system gives me exactly what I need - and that's effective management control." - Malc Deluce - Huntleigh

tesseract comment:

Huntleighs' service engineers can easily access the system to open and close each job, and to re-order spare parts, if appropriate. Each job is then updated in real-time across the network, resulting in every call being completely transparent.



tesseract 
supplying service solutions
for over 25 years