



tesseract - client industry v.5



proven service solutions for the
medical & pharmaceutical equipment industry

Universal Medical Services selects browser based system for itself and customers!

Universal Medical Services, the largest independent medical equipment service organisation in the Pennsylvania, Ohio and West Virginia tri-state area, is currently installing Tesseract's Service Center browser-based service management system to achieve a sea change in the way in which its service activities are managed.

According to controller Rod Reeder, the Tesseract software will add a new dimension not only to the level of effectiveness and efficiency in the way in which service calls are handled both by the in-house service desk and its team of remote service technicians, "but the software's reporting capabilities will also allow us and our customers to compile and present data that will certainly exceed the various regulatory inspection demands that users of these medical equipment 'assets' are required to meet".

Specialising in X-ray and biomedical equipment sales and service, UMS's step-by-step implementation of five seats of Service Center went live as soon as all relevant customer data had been entered on to the system and 10 to 15 of its remote service technicians had been armed with laptops, for remote call receipt, reporting and call closure.

From now on, says Rod Reeder, the company plans to allow customers to use the browser-based functionality to access relevant areas of the Service Center database, to enable them to gain real-time views of events.

Rod Reeder explains that the switch to the Tesseract software was prompted by a huge hike in service activity, which has ballooned since the company added biomedical equipment to its portfolio of services.



The company offers a range of service options (24x7 routine and preventative maintenance included) to hospitals, doctors offices and veterinary clinics across a myriad of radiology and biomedical equipment from the whole gamut of world-class manufacturers and, by definition, has therefore to handle an enormous number and diversified range of equipment lines and individual part numbers. "Being a vendor-neutral, service-orientated organisation, having information on such a phenomenal number of products in a series of disparate databases simply was not feasible," he says, "so, we decided to invest in a single system that would bring everything together."

"Tesseract's Service Center was the system that offered the most complete picture, with easy-to-use modules for our call management, customer assets, parts and invoicing needs. Of course, its browser-based facility was also of great appeal, in terms of both our engineers' activities and for our customers, too."

"The end result of our investment in Service Center will be a more effective service offering and improved customer service. And that is worth every dollar we're investing."

North American Office

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

additional clients in this sector:

- Innova Health System
- Huntleigh Healthcare
- Lion Laboratories

**UNIVERSAL
 MEDICAL
 SERVICES**

clients comment:

"Having information on such a phenomenal number of products in a series of disparate databases simply was not feasible, so, we decided to invest in a single system that would bring everything together."

- Rod Reeder - UMS

tesseract comment:

Service Centers reporting capabilities allow UMS and their customers to compile and present data that will exceed the regulatory inspection demands that users of this type of medical equipment are required to meet.

