



tesseract - client industry v.9



proven service solutions for the
telecommunication industry

Best-in-class browser based service management system for market leader **Westcon**

additional clients in this sector:

- TSI Voice & Data
- SCC International
- Eircom
- Satellite Communication Services

Westcon Telecommunications, a market leader in the value-added distribution of voice, data and converged communications solutions, has replaced its existing customer service software in favour of Tesseract's browser-based Service Center service management system.

The result, it says, will be enhanced overall service offerings and better managed spares/stock utilisation processes, as well as improved channel partner support and increased resource utilisation and staff job satisfaction.

Westcon has purchased all the core modules of Service Center, Customer Assets, Call Control, Parts Center, Repair Center, Quote Center and Prospect Center - in addition to the system's Remote Engineer Suite and Web-based Client Support options.

The system's remote communications functionality is forecast by Westcon to generate real business benefits: the company's service professionals will be able to use a myriad of mobile communications technologies - laptops, Nokia devices, WAP 'phones, XDA's, BlackBerry communicators or tablet PCs - for timely access to real data. Westcon's resellers and clients will be able to use the browser-based accessibility for 24x7 visibility of the company's customer service offerings.

The company - which serves a network of over 250 resellers throughout the UK, Eire and Benelux - offers 'a fresh approach to converged communications and IT' via best-in-class technologies from vendors such as Avaya, BT Network Services, Mitel, Nortel and Samsung Electronics.



At the heart of its IT strategy is the Sage Line 500 Enterprise Solution Suite (ERP) which is supported by Five Go Live (FGL), a business software solution specialist that as a Sage Business Partner sells, implements and supports/maintains Sage Line 500 and Sage MMS, and enables clients to maximise software-based business solutions.

Westcon Telecommunications engaged FGL for help in identifying improvements to its service activities by implementing a solution that would integrate with and support its legacy ERP system and complement its IT strategy.

After reviewing Westcon's existing customer service software and identifying its strengths, weaknesses and suitability for purpose, FGL received several service systems and selected Tesseract's Service Center as the most complete and future-proof solution for Westcon's needs.

The investment in an initial 25-user licence of Service Center is one of a number of strategic and efficiency enhancement strategies that Westcon and FGL are engaged in over the next six-nine months.

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clients comment:

The new system will enhance our overall service offerings and allow Westcon to better managed our spares & stock utilization processes.

tesseract comment:

Five go Live reviewed several possible systems for Westcon and after much analysis Service Center was chosen as the future proof solution.

