

Reference case Besam



Sweden, Spain, France, Austria and the USA will be equipped with this solution.

Tensing Mobile Workflow at Besam

Besam Entrance Solutions is one of the largest suppliers of automatic doors in the world and has a leading market position in Sweden, England, the United States of America and the Benelux. Since 1962, Besam has been a reliable partner in high quality automatic doors in the industries health services, hotels and shops. Besam has 1,500 employees at 22 subsidiaries around the world with a representation in another 55 countries. They have production units in Sweden, Germany, USA and China and have been part of the ASSA ABLOY Group since 2002.

Besides this, Besam offers a variety of service programs from a routine visit for a minor issue to an emergency call in the middle of the night. Besam has a team of trained technicians throughout the country to service all brands of automatic and manual doors. Besam's comprehensive service and planned maintenance programs provide a proactive approach to safety, which reduces downtime as well as controlling costs.

To support the service program in the Netherlands, Besam used, at that time custom made, field service software since 1995. This field service system was seriously outdated and has been replaced by Tensing Mobile Workflow. This means that all planners and technicians in the Netherlands and Belgium are equipped with Tensing Mobile Workflow on a HP iPAQ handheld computer.

The good experiences in these countries made the head office in Sweden decide to implement the Tensing Mobile Workflow solution. Over a period of two years, until mid 2008, over 500 technicians in the United Kingdom, Denmark,

How does the solution work at Besam?

Upon receiving a service call at the call center, the service call is entered in the back office system (Baan). This service call can be planned directly in the Tensing Dispatch application or is automatically planned by the Tensing Scheduler. As soon as a work order is planned, the service work order is delivered automatically via GPRS from the Tensing Gateway to the Mobile software on the technicians' HP iPAQ handheld device.

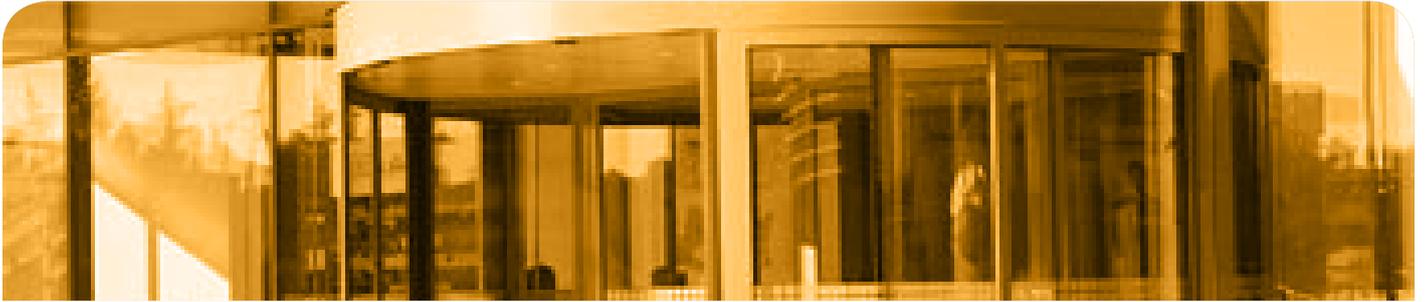
During handling the execution of a work order, technicians register all relevant information in the Tensing solution. At the same time, Tensing Mobile Workflow keeps the actual status of a work order. Tensing Dispatch provides the planner with an immediate view on the actual progress of the service process and the actual status of the work order in the field.

Besam about Tensing

After a thorough internal investigation defining points of improvement, and with several reference visits, Besam chose Tensing and her mobile solution Tensing Mobile Workflow. The main reasons for this decision were the architecture and the professional approach. Furthermore, the product has considerable basic functionality



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which can be used immediately. Besam also considered a 100 % custom made solution, but the related (larger) risks and the specific demands, such as proven product, relevant references, GPRS knowledge etc, excluded this option.

Delivered products

- Software: Tensing Mobile Workflow, Tensing Dispatch and Tensing Scheduler;
- Hardware: HP iPAQ handheld device;
- Communication: GPRS;
- Integration with back-office system "Baan".

Tensing: a tradition of excellence

With over 20 years of experience providing successful solutions to the Field Service industry worldwide, Tensing is a mobility software and application developer specializing in international implementations for enterprise mobility.

Tensing solutions are being used by thousands of field workers in Europe, North America, Australia and the Middle East for a wide range of applications such as digital work orders, tracking & tracing, fleet management, geocoding, dispatch & scheduling, navigation and messaging. Field Service, Utility, Transportation & Logistics, Municipal and Public Safety industries recognize the value Tensing adds with our wide range of products and consulting services.

Client commitment

At Tensing, the relationships we build are just as important as the solutions we provide. Even after 20 years, there is no 'one-size-fits-all' mentality at Tensing. We see every client as having a unique set of business challenges that we can meet head-on with an equally unique combina-

tion of customized technology and out-of-the-box thinking. Our experts are always happy to analyze your current capabilities and give you advice on what your organization needs to grow and compete in a changing world...because we plan to grow right along with you.

Our commitment to our clients is that we will be here when you need us, long after the implementation is successfully completed. We never stop developing new technologies and solutions so that Tensing can always add value to your enterprise that can be passed through to your customers.

More information

For more information on what our solutions can mean for your organization, please visit our website www.tensing.com.

