

Reference case Besam



About 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 and the Benelux. Since 1962, Besam has been a reliable partner in providing high quality automatic doors in the health, hotel and shopping center sectors. Besam has 1,500 employees at 22 subsidiaries around the globe with representation in another 55 countries. They have production plants in Sweden, Germany, USA and China and have been part of the ASSA ABLOY Group since 2002.

Besam also offers a variety of service programs from a routine visit to an emergency call in the middle of the night. Besam has a team of trained technicians throughout the Netherlands 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, Besam in the Netherlands has used field service software since 1995. But this field service system was out of date and lacked many functions Besam needed. It was time to replace the antiquated system with a more advanced solution.

The Solution of Choice

Before Besam could select the appropriate mobile field service solution to fit their needs, they conducted an internal audit on the current field service process. The audit clarified points that needed vast improvement. Besam needed to improve their quality of service. Technicians many times lacked the necessary customer information and tools to complete the service call the first time around, leading to returning service calls. Besam needed a solution that would give the technician the right information about the service call to complete the job the first

time without having to return. Besam also considered the need for better integration with back office systems already in place such as Baan.

A custom made solution was proposed but dismissed early on because of the greater risk associated with an unproven solution that has never been implemented.

After several visits to existing users Besam selected Tensing Mobility Platform. Tensing and Tensing Mobility Platform posed a lesser risk to Besam than a customized solution since it has been implemented worldwide. Additionally the modular architecture of Tensing Mobility Platform gave Besam the ability to easily configure the solution to meet their specific needs. Tensing Mobility Platform also has a robust standard functionality that could be immediately implemented.

How Tensing Mobility Platform Works 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 directly be planned in the Tensing Dispatch or is automatically planned by the Tensing Scheduler. As soon as a work order is planned, this service work order is automatically delivered via GPRS from the Tensing Gateway to Tensing Mobile Workflow client on the technicians' handheld device.

