

TSM FOR SECURITY



TSM field service software enables instant coordination and management of alarm installation, maintenance, service and other security related jobs.



It is the security industry's first choice for maximising revenue and time!



The Service Manager (TSM) is a service management software solution that helps security service staff efficiently manage all aspects of their business activities. TSM is an industry leader in Service Software and has been considered the market leader and the pioneer to the Field Service Management Industry since 1986.

With over 20 years of experience working with owners and senior management in many security companies, TSM has a proven track record for improving profitability, productivity and accountability. TSM is the ideal partner to take your security company to the next level.

Can You Improve Company Profitability?

Historically, security companies have had paper intensive operations and have faced considerable costs, inefficiencies and associated problems. As a result of working with a large number of security clients, we understand the issues faced prior to implementing TSM include: Having access to comprehensive and readily available reports on security specific areas of business productivity, difficulty tracking technician profitability and productivity, little information on technician costs, Preventative Maintenance obligations remaining untracked, omitting to bill for all stock and parts, lengthy billing cycles causing cash flow issues, heavy dependence on technicians accurately filling out paperwork and returning it in a timely manner.

TSM Field Service Software is designed to address these and other problems and to cater to the needs of the Security Industry. Some of the fundamental tasks critical to increasing profits of service companies include: Faster billing cycle improving cash flow, increased technician's productivity, improved billing for stocks and parts, meeting all Preventive Maintenance obligations, less

paperwork and easy management reporting in all areas of security business, among others. TSM enables easier management and coordination to ensure seamless operations for all security-related jobs.

TSM for Security Companies

Our Security clients tell us that automated job management and job tracking processes in TSM have significantly improved their productivity and bottom line. Many leading security agencies and companies trust TSM for their field management operations. They use TSM to streamline and automate their business and to take away the "pain" of managing a security business especially in the implementation of critical jobs.

According to Arthur Barker of Casa Security "We have already saved 2-3 man weeks in office administration. Our service and installation departments are now easily monitored for productivity and effectiveness with automated reports taking the hassle out of many management functions. TSM enables us to coordinate a significant team of technicians to such a degree that we track all installations, servicing, scheduled maintenance, monitoring contracts, generate work orders and other relevant jobs"

According to Barry Watson of Sielox Security "We have been operating on this product for some time now. TSM provides faster reporting on job costing and ongoing control of purchases and receipts. ... I have a constant need to access customer information ... and a valid history of events."

TSM Can Improve Your Bottom line

TSM has been developed over a 20 year period and it is well suited to the needs of Field Service

Operations. It was created from a point of view of a Field Service Company, not an accounting/IT Background and was designed with the suggestions, advice and 'wish lists' of many service managers in the SME Field Service Management industry. It is designed around the business cycle of field operations to automate and streamline service management workflow. Standard features include job logging, time sheets, stock control, invoicing, maintenance contracts, repetitive tasks, purchasing, visual scheduling and more. We also have a web-based client for customer/staff access and PDA-based field modules.

TSM offers a complete suite of solutions for all types of service companies with its three product offerings: TSM Lite, TSM Pro and TSM Enterprise, to suit service companies of all types—from one-man bands/sole traders to small-to-medium business to large enterprise.

TSM's main goal is to help the industry by providing tools to improve their service management operations. TSM is more than a software company. It is committed to helping security companies to solve their business problems and find hidden profits they don't even know they have.

By utilising TSM, business productivity will typically improve by 20%, field staff will double without increasing administration, work hours will be reduced substantially each week and business profits will typically increase by \$50,000 in the first year.

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