



## Industry: IT



*"TSM has given us the ability to effectively track and age outstanding service calls, resulting in greater customer satisfaction.*

*By tracking the hours each technician bills in a given time period, we can more effectively track individual productivity, and better manage our staff & staffing levels. This has resulted in a marked increase in productivity of our staff and greater overall profitability."*

**Gordon Borck**  
Mgr, Departmental LAN Support  
Vanderbilt University USA



*Since using TSM, Centre State Computer Maintenance saves 80% on their administration time every day.*

**Danny Georgeson**  
Centre State Computer Maintenance



*Using TSM enables the Service Centre to increase productivity by 40%. This is partly due to less time spent on administrative tasks.*

**Harry Bhogal**  
Service Manager  
Australian Business Telephone Company



*"Our entire business is managed by this one application. TSM has improved the repairs turnaround time by 50%."*

**Bruce Carmen**  
Service Manager  
Exabyte Corporation

