

Desoutter



TMSS

Track my Service Status

Your maintenance manager



Desoutter •
service



TMMS



Keep your tools in top shape – and always under control

People who want to work safely and efficiently need tools they can rely on – instead of unpredictable downtimes or reduced performance.

For the highest levels of tool availability, we offer the Desoutter service TMSS, which makes maintenance planning easy and transparent.

TMSS stands for “Track My Service Status”

That means that you can track the key information on your tools from any device on one platform. TMSS offers you an overview of the service status and history of all tools that have passed through our workshop – free of charge!



How does TMSS work?

You can access the TMSS platform via your web browser. As a Desoutter customer, you can create an account at <https://tmss.desoutter-tools.com/requestaccount>. Your tools are stored on the system. Via your account, you click on the tool you need information on and the service starts.



You can access tool data, location, calibration and maintenance status directly online and have an overview of the history of each service order, from quotation via completion through to the issue of certificates.

From tool receipt through to dispatch: up-to-date status reports

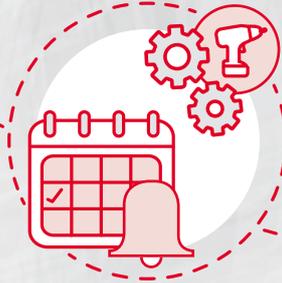
When we receive your tool, we notify you by e-mail and check the condition of the tool and any repair requirements. You then receive a cost estimate by e-mail. When you have approved the estimate, your tool will be maintained and repaired. To complete the process, we send you another e-mail when we dispatch the tool back to your facility.



What are the benefits for me?

Transparent tracing, lean administration, short processing times and full information on your tool available at the click of a mouse. When is the next service due? What calibration certificates are available? Has the tool already failed before? What does the last service report say?

Whether you need calibration certificates for your next audit or want an overview of the condition of your equipment before purchasing new tools, you will find all the key data, documents and reports in TMSS. And all the information is backed up and available for 10 years.



Does TMSS make sense for individual tools?

If a company only has a few tools but wants to have them serviced by us regularly, TMSS can also prove useful. Instead of having to keep their own maintenance tables, customers receive automatic information on service and calibration intervals.

By the way, it only takes a few clicks to add new tools that have not yet been sent to our workshop to the system. And your delivery note is also available quickly, complete with the right delivery address.



Any questions?

Just contact us.

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