



CLIENT SUCCESS STORY

Tecmed Enhances Medical Equipment Service Delivery

How CATS partnered with Tecmed to transform medical equipment service operations through Technisoft Service Manager.

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CATS
WKT business solutions



Overview

Tecmed operates in the highly specialised medical equipment industry, where equipment reliability, responsiveness, and uptime are critical. Supporting healthcare providers requires more than technical expertise, it demands efficient service processes, accurate asset management, and the ability to deploy the right technician at the right time.

As Tecmed's service operations expanded, the company needed a more effective way to manage its growing installed equipment base, customer callouts, and field service activities.



Project Snapshot



CLIENT

Tecmed



INDUSTRY

Medical
Manufacturing



PARTNERS

CATS &
Technisoft



SOLUTION

Technisoft
Service Manager
& Sage 300c

The Challenge

Managing medical equipment maintenance presents unique challenges. Every asset requires accurate tracking, service history, compliance records, and timely maintenance to ensure maximum uptime and reliability. Prior to working with CATS, Tecmed relied heavily on manual job card processes and faced increasing complexity in managing its installed equipment base. Coordinating service requests, tracking equipment, and administering field service activities became more time-consuming as the business grew. The company needed a solution that would not only streamline service management but also provide greater visibility and control across its entire service operation.

The CATS Approach

Rather than simply implementing software, CATS took the time to understand Tecmed's operational requirements and service workflows.

Led by consultant **Wilna Blignaut**, the CATS team worked closely with Tecmed to identify inefficiencies, understand how technicians operated in the field, and recommend a solution capable of supporting both current and future growth.

This consultative approach ensured the technology aligned with Tecmed's business processes and service objectives.



The Solution

To address Tecmed's requirements, CATS implemented **Technisoft Service Manager** integrated within the **Sage 300c** environment. Designed specifically for equipment servicing organisations, the solution provided Tecmed with a centralised platform for managing service operations, installed equipment records, technician scheduling, field service activities, and job execution.

Key capabilities included:



- Advanced Scheduling for coordinating technician callouts and service activities.
- Comprehensive installed equipment tracking and management.
- Centralised job card creation, management, and invoicing.
- Improved visibility of service history and customer equipment records.
- Better coordination between office staff, service coordinators, and field technicians.
- Mobile Field Portal access, allowing technicians to manage site visits, update service records, and complete job cards in real time from the field.

The solution provided Tecmed with a structured framework for managing service delivery while ensuring critical information was available whenever and wherever it was needed.

The Result

Today, Tecmed's Service Centre relies on **Technisoft Service Manager** as a core component of its service operation. By leveraging **Advanced Scheduling** and **Field Portal** functionality, the organisation can efficiently coordinate service activities, manage field technicians, and maintain greater visibility across its service centre operations. The business has transitioned from manual processes to a streamlined, technology-driven environment where service activities can be planned, scheduled, tracked, and invoiced through a single integrated solution. With improved control over its installed equipment base and greater efficiency in managing technician callouts, Tecmed has strengthened its ability to deliver responsive, reliable support to its customers. The result is a more organised service operation, improved visibility across service activities, and a stronger foundation for continued growth.

KEY OUTCOMES

- ✔ Streamlined technician scheduling and dispatch
- ✔ Improved visibility across installed equipment base
- ✔ Centralised job card management
- ✔ Enhanced coordination of service activities
- ✔ Stronger operational control and efficiency

The Service Centre uses Advanced Scheduling to manage customer callouts, maintain our installed equipment base, and streamline job card administration.

– Deon Prommel, Tecmed



A Partnership Built on Trust

For Tecmed, the success of the project was not only the result of the technology implemented, but also the relationship built throughout the engagement.



When asked what stood out most about working with CATS, Service Center Manager Deon Prommel highlighted the team's professionalism and commitment to customer success.

Describing his experience with CATS, Deon chose three words:

“Professional. Honest. Knowledgeable.”

These qualities, combined with a deep understanding of service-focused businesses and the capabilities of Technisoft Service Manager, helped create a solution that continues to support Tecmed's operational goals.

Looking Ahead



As the medical equipment industry continues to evolve, organisations require service management solutions that can adapt to increasing complexity while maintaining high levels of customer service.

With Technisoft Service Manager, supported by the expertise of CATS, Tecmed is well-positioned to continue delivering reliable equipment support, maximise asset uptime, and efficiently manage its growing service operation.

The project demonstrates how the right combination of industry expertise, technology, and partnership can transform service management from a manual process into a strategic business advantage.

