

# ONLINE SERVICE MANAGEMENT

We help companies with workspace transition and expansion – whether it's a quick change or full-scale move.

ServiceTRAX is a web based project management and work order management software, providing a central clearing house of information for all those involved with a project.

## Features of ServiceTRAX:

- Quote requests
- Quotes
- Service forms
- Punchlists
- CAD drawings
- Any other electronic document
- Service Form Order Entry
- Scheduling
- Staff assignments emailed from ServiceTRAX to Palm Pilots, via Nextel phones
- Electronic job site time collection and job updates via Palm Pilots, downloaded daily
- Invoicing linked to electronic job site time collection.



## Benefits of ServiceTRAX:

Improved system efficiency by entering all work order information in a searchable, shared database

Increased quality of service by ensuring necessary project information is entered for each work order

Improved communication among all parties involved in the planning and execution of every work order

Provides work order status look-up on the Ensync extranet site accessible by anyone within the client organization

Provides on-demand report options that summarize all details of quantity, timing, and cost of work orders, sorted by cost center, PO, etc

A screenshot of the ServiceTRAX software interface. The main window is titled "Service Request Detail" and contains various input fields and dropdown menus. The form is organized into several sections: "Who and Where" (Customer, End User, Project, Contact, Job Location), "Service Request Detail" (Project Manager, Project Name, Customer Name, Contacts, Job Scope, Schedule with Client, Schedule Type, Requested Service Date, Requested Start Time, Requested Completion Date, Number of Days to Complete, Systems Furniture, Shipping Method, Option, Shipping Method, Extra Product Description, Will Mount, Delivery Conditions, Start Cans Required, Plan Location), "Billing Information" (Type of Service, Sales Person, End User Name, Job Location, Address, City/State/Zip, Contact, Phone, Email, Purchase Order, PO Line Number, Billing Type, Sales Tax, Order Type, Customer Contact, Attachment Upload, Vendor PO), and "Job Location" (Address, City, State, Zip, Location). There are also buttons for "Show", "New", "Cancel", and "Add PO".

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