TrailBlazer - Main Features

These are the main features and advantages of using the TrailBlazer repair tracking system.

1. TrailBlazer is web based. This allows the user to access the system from anywhere in the world at any time. Admin users can check on the status of repairs / statistics etc. whenever or wherever they may need to – even while abroad on holiday.
2. Customers can check on the progress of their repairs remotely, without having to call the repair centre.
3. Allows customers to enter their own repair details from their own office / workshop.
4. Repair history – Items that have been repaired before are highlighted, and a list of previous repairs can be viewed. This can be useful in highlighting repeat failures on same model.
5. Multi-site – Can be used across multiple business sites. Repairs can be viewed by site, or even re-assigned to other sites / technicians.
6. Automatic alerts by email and SMS mean that customers are instantly updated when their repairs are completed. Technicians are also sent alerts when repair items have been added to their work list.
7. Security – Technicians and managers only have access to the information that is pertinent to their role. There are 3 main security roles:

* Technicians only have a list of repairs for themselves, and cannot make changes to configuration items etc.
* Managers can assign repairs to technicians, and can book repairs in.
* Administrators have full access to configuration items, as well as having the functions of a manager.

1. Statistics – the repair statistics page shows the number of repairs by month, and percentage of repairs completed on time. Other statistical charts and reports are in progress.
2. Trailblazer keeps full track of costs involved in repairs, and parts replaced.
3. Searchable – lists of repairs are presented in such ways that are easy to search. Repairs can be viewed for each customer, technician, and by status (complete / incomplete).
4. Customisable – status indicators, payment terms, and other configuration items can all be amended to suit the customers’ needs. Also, the appearance of the website can be modified to suit the customers’ corporate image.
5. CMS – custom web pages can be added to the main menu – for information / news etc.
6. Printed reports can be generated after booking items in or out, allowing the customer to receive printed confirmation of work carried out and costings etc. These printed reports can also be modified to suit the customer relatively easily as they are HTML based – anyone with web design experience can modify them.
7. Import utility makes it easy to add lists of makes / models. These can also be edited and modified easily.