

OrderTrak™

OrderTrak™ is a GIS-based Work Order Management Tool. It is a comprehensive work order generating and maintenance tracking system that allows an organization to easily track, maintain and manage work orders and service requests.

OrderTrak™ offers an organization the tools needed to easily access work orders, service requests, and related data and documents. Work orders can be graphically displayed by department, type, and status. The application provides the ability to generate, adjust, and print all opened and closed work orders as well as reopen closed work orders and generate response letters instantly. **OrderTrak™** can be purchased as a stand-alone GIS application and can integrate with Seagate Crystal Reports and MS®Access Report Writer. Documenting maintenance and maintenance costs aids organizations in complying with Governmental Accounting Standards Board (GASB) 34 - required reporting of major capital assets and assigning a value to each of them. When OrderTrak™ is put into service, users are equipped with a simple but powerful set of tools to visualize data, create and manage work-orders, track assets, and produce regulatory reports.

Another essential element of OrderTrak™ is providing field crews with the ability to access GIS infrastructure maps directly from the field, reducing their need to drive into the main office to research maps and records. The application lets field staff to view the position of water and sewer infrastructure in relationship to tax parcels and street right-of-way.

OrderTrak™ gives agencies the ability to clearly see work assignments and thereby modify their planning, methods and procedures to prepare for future jobs.

Key Benefits and Features :

- * Telephone call log
- * Track physical assets history
- * Scalable and secure system
- * Track property work order history
- * Schedule recurring work orders
- * Ability to create service requests
- * Easy to use color coded screens
- * Capable of generating work orders
- * Generate bids to multiple vendors
- * Import/export to laptop for inspections
- * Daily, weekly, monthly and yearly reports
- * Map and monitor the use of resource activity
- * Custom notification letters to members or vendors
- * Track permits and contractor licensing information
- * Tools to report and track all department related tasks
- * Automatic scheduling of orders to balance crew work load
- * Grade vendor performance and create a preferred vendor listing
- * Send work orders to an inspection list to be reviewed upon completion
- * Schedule vendors, print calendars and generate community access listings
- * Generate billing invoices to charge back homeowners or responsible parties
- * Provides an integrated daily reminder report and graphical calendars, contacts manager
- * Correspondence-tracking (Approvals, Decisions, Prosecution, Photographs, Narratives and Appeals)
- * Ability to generate customized reports and use available sample queries and application wizards

DBS offers all-inclusive consulting and implementation services to assist in data acquisition, data conversion, application development, systems management and ongoing database development and management. Allow **DBS** to customize and implement **OrderTrak™** as your complete **Work Order Management Tool**.

Other DBSysgraph products that integrate with and compliment **OrderTrak™** functionality are:

- BidVantage™ Pro** (Integrated Project Management Solution)
- ZoneManager™** (Planning and Zoning Tool)
- ERP Pro™** (Enterprise Management Solution)
- PermiTrak™** (Permit Management Tool)
- E-Plan™** (Damage Assessment Module)
- EPI Pulse™** (Epidemiology Module)