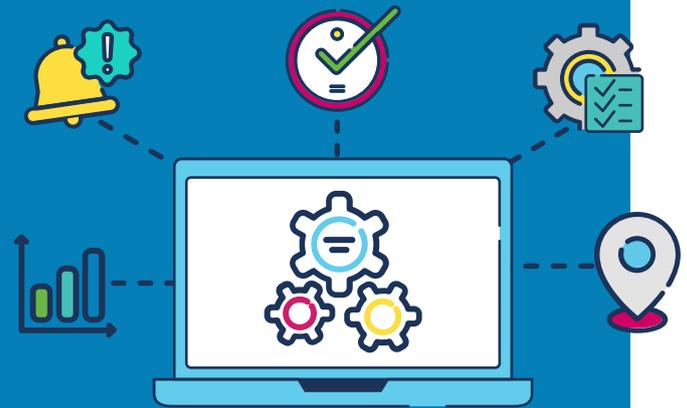


ServiceTrac:

Service Delivery Software for Cleaning Contractors in the UK and Ireland



What is **ServiceTrac**?

ServiceTrac from TEAM Software helps service contractors in the cleaning sector improve performance, reduce cost and risk, and achieve customer SLAs. ServiceTrac connects your workforce and your subcontractors with centralized data so you can spend less time on manual processes and more time making informed decisions and delivering on your SLAs. Improve end-to-end experiences, from your employees to your customers. Centralize data for single-source of truth access and reporting.

ServiceTrac

With task, incident and activity tools accessible in the back office and the field, ServiceTrac handles your contract needs, no matter the complexity. Plus, intuitive functionalities like daily logs, mapping tools, forms and billing engines simplify your contract management.



Routes

ServiceTrac's user-friendly interface enables your workforce to book on shift, select and begin assigned routes and easily connect to the back-office control room with the touch of a button, while providing essential proof-of-service needs to your customers. They can record site notes and capture photos, prove attendance and raise incidents.



Incident and Task Management

Incidents aren't one-size-fits all. With incident captures configured to your contracts, you're able to quickly identify an incident and put a resolution into action. Configure alerts, sharing and service rules by site. Employees book on, identify incidents and record. Update, manage and download incidents for easy reporting. Improve response times on service and quality failures.



Inspections and Audits

Better processes lead to better productivity and deliver results to your customers. ServiceTrac takes normally anecdotal information and transforms it from scoring, photo and note captured audits and inspections into evidence-based performance results.



SLA and Contract Compliance

Whether you're operating to PAS:5748 specifications for hospital cleanliness, or running a window cleaning business, you have standards to achieve and SLAs to meet. ServiceTrac ensures SLA compliance and service delivery by enabling mobile audits and inspections for client sites and funneling data to centralized control. Service issues caught or reported are transferred to an integrated helpdesk for resolution.