

Organizational Challenge	JobTraQ™ Solution
Disorganized, Unmanageable, or Out-of-control processes	Process improvement with easy-to-manage workflow and queue; including a summary view tool that can quickly sort by due date or many other task data elements. Rich sorting, prioritization, graphical indicators and filtering / paging allow quick access to "big picture" workflow information.
Poor customer communication and support; poor customer relations	Easy-access web interface for clients enables open view into client facing details (controlled by JobTraQ™ administrator). Real-time notifications keep concerned parties and clients in the loop; JobTraQ™ helps keep teams accountable to customers, which increases customer satisfaction and loyalty.
Poor internal communication and support; employee to employee, employee to supervisor, department to department.	Real-time notifications and reminders keep concerned parties and supervisors aware of status of projects and tasks
Lack of Accountability – lack of records, no change process, no communications about change, no change management – asking “Who did This”?	Accountability and Change Log keeps record of who made what changes and when.
Lost revenue – who did what, when and where, and was it billed	Track billable tasks to completion, simple reporting helps avoid missed billing, accurate details helps justify billing.
No lead tracking and follow-up system	Track customer leads from initial contact through completed sale, set-up recurring jobs for Client Relationship Management (email and phone contact schedule), etc.
Ineffective resource management: What did we do with... or Where are the files for... or What did we do last time...	JobTraQ™ provides an integrated file management solution, which allows relevant files to be attached directly to relevant tasks. Images, documents, software, etc. can all be attached as part of a permanent record used for future retrieval.
No organizational structure to ensure work gets done properly and done on time; missed deadlines	Automated email reminders for overdue tasks as well as pre-scheduled tasks.
Making decisions without proper support of data	Integrated job comments and notes for every task. Built-in knowledge base, knowledge management and project transfer facilities.
Lack a systematic way of tracking projects and tasks through completion.	JobTraQ™ enables you to easily manage and control task, projects and people; then monitor, measure, and report on your organization’s level of efficiency and effectiveness
Lack of Basic Resources: no existing customer database	Integrated, searchable customer database.
Difficulty in managing and measuring results of out-of-office employees, sales force or staff members	Web-based for access anytime, anywhere to view projects, tasks, calendars, contacts, etc.