

TRACKER 2 OVERVIEW

Companies generate tens of thousands of action items. These items may be scattered between facilities all using different systems and applications. The result is added confusion, inefficiencies, lost or neglected issues, and additional time and money.

Tracker provides the solution: a single preferred option for tracking and managing progress on recommendations from PHA studies, findings from Audits, or any other item that requires additional action and follow-up. These items can even be imported directly from an existing PHAWorks project.

Tracker is the tool to help ensure you avoid the risks and liability of forgotten or lost Tracked Items.

HOW TRACKER WORKS

Tracker utilizes a two-part system consisting of the full Tracker application and a limited-control Tracker Client application.

Tracker grants administrators full control over a project and its associated Tracked Items (creating, assigning, updating, escalating, closing, archiving). Tracker Client limits access to data but allows non-administrators to receive updates, provide responses, give feedback, and suggest changes to the items that have been assigned to them. Those responses are reviewed and approved by the project administrators.

When an administrator assigns items to an individual or department, notifications are automatically sent to the responsible party. Those requests can include information on: status, approval, costs, priorities, completion dates, and more. Administrators also have full control over report generation, user management, scheduling automatic tasks, and other powerful administrative features.

TRACKER LETS YOU...

USE YOUR PRE-EXISTING DATA

- Import from TXT, CSV, or PHAWorks projects
- Export data to CSV or TXT
- Send updated data directly to PHAWorks projects
- Print or generate reports in PDF or HTML

PERFORM POWERFUL AND TIME-SAVING ACTIONS

- Merge redundant or duplicate Tracked Items together
- Filter, group and sort Tracked Items
- Update multiple tracked items at once
- Assign Tracked Items to people in an address book
- View full Tracked Item edit history
- Show Tracked Items that have un-reviewed responses
- Suggest changes to Tracked Items

CONTROL YOUR PROJECT

- Create custom fields
- Customize the form on which fields to display / order
- View project overview such as number of items overdue
- Display project statistics
- Generate custom reports, including statistical reports
- Set tasks like emails and report generation to run on a schedule

COMPLETE THE COMMITMENT

- Schedule requests, reminders and notifications and reports
- Create dynamic filters
- Escalate Tracked Items
- Schedule automatic escalation notifications at multiple levels
- View escalation history