

# TrailBlazer™

REPAIR TRACKING SOFTWARE



## The Complete PC and Laptop Repair Tracking System

Brought to you by



**Do you run a PC or Laptop repair shop?  
Are you struggling to keep track of all your repair orders?  
Do you need a way of letting your customers know  
when their repairs are complete?**

**If so, you need 'TrailBlazer' - The repair tracking  
software from Pendragon Interactive.**

**Trailblazer is a web based .NET application that keeps track of all the repairs that you have in your shop, and allows customers to log in and check the status of their booked in items. If you have trade customers with multiple items in for repair at any time, this becomes a powerful tool, enabling them to check the repair status at anytime, and from any location.**

**Customers are given their own auto generated username and password, when they first book an item in for repair. This is then used to log in to the customer area of the Trailblazer web site. Trade customers are able to book their own items in through this facility, before sending the item to you for repair. This cuts down your admin time considerably.**

### Work Assignments

**- Booked in items can be assigned to any one of your repair technicians through the administration tools. Email alerts can be sent to Technicians when repair orders are added to their list.**

### Security

**- A full security model has been implemented to make sure that technicians and managers only have access to data they need.**

### Repair History

**- Trailblazer will alert you if items have been booked in for repair before. This will let you see details of previous repairs, including parts that were replaced.**

### Invoicing

**- Invoices can be generated quickly and simply for trade customers, and can be exported as a word document for you to print or send it by email.**

The screenshot shows the TrailBlazer web application interface. It features a navigation menu on the left with options like 'View Repairs', 'Book in Repair', 'Customers', 'Employees', 'Payment Terms', 'Status Levels', 'Shipping', 'Manufacturers', 'Company Sites', 'Import Manufacturers', 'View Repair Statistics', 'Configuration', 'CMS', 'Profile', and 'Password'. The main content area displays a summary of repairs and a table of repair orders.

| ID          | MANUFACTURER               | MODEL            | RECEIVED   |
|-------------|----------------------------|------------------|------------|
| SELECT 3001 | Acer                       | TravelMate 8372T | 10/12/2010 |
| SELECT 3003 | ASUS Computer Technologies |                  | 15/12/2010 |
| SELECT 3004 | Acer                       | TravelMate 8372T | 16/12/2010 |

