































## Are you thinking of buying something other than Tracker?




Go through this checklist with our competitors to see how they stack up against us.

### Customer Database and CRM







Feature	Tracker from Start Software	A N Other?
Store unlimited prospect and customer names and addresses		
Import details from Sage		
Import details from QuickBooks		
Import details from spreadsheet		
Import details from other systems/databases		
Unlimited number of site names per client		
Unlimited number of contact names per client		
Unlimited additional data items per client		
Log inbound calls, emails and faxes		
Log outbound calls, emails and faxes		
Schedule follow-up actions		

### Quotations



















Feature	Tracker from Start Software	A N Other
Store and produce quotations		
Produce quotations in: <ul style="list-style-type: none"> <li> Microsoft® Word™ (any version)</li> <li> Outlook®</li> <li> Outlook Express®</li> <li> other email clients</li> </ul>		
Generate quotations as PDFs for easy emailing		
Email quotations		
Record a quotation's likelihood of success		
Analyse quotations by: <ul style="list-style-type: none"> <li> work type</li> <li> success or failure</li> <li> date</li> <li> client</li> <li> salesperson</li> </ul>		
Build quotations from: <ul style="list-style-type: none"> <li> day rates</li> <li> job rates</li> <li> skills</li> </ul>		

Unlimited extra data items for quotations		
Unlimited quotation templates		
User-customisable templates		
















## Order Receipt

Feature	Tracker from Start Software	A N Other
Store client purchase orders		
Link orders to quotations		
Produce order confirmation documents in Microsoft® Word™		
Create projects from an order or independently		
Automatically attach Terms and Conditions to quotes		
Record confirmation of acceptance of Terms and Conditions		

















## Project/Job Tracking

Feature	Tracker from Start Software	A N Other
Store all company projects, not just asbestos projects		
Job numbers allocated automatically or manually		
Ability to allocate jobs to remote offices or departments		
Record progress against milestones (key events in a project)		
Milestone target dates automatically generated		
KPIs (Key Performance Indicators) tracked		
Client-specific KPIs and job-specific KPIs tracked		
Automatic document filing system		
Project documents automatically named and saved		
See project status at a glance		
View projects by client, project type and project manager		
Unlimited additional data items can be stored		
Maintain a range of contact addresses		
Record project resource details including cost breakdowns and invoicing currency		
Maintain a list of project staff		
Completed jobs moved to invoicing		
Costs calculated based on work		
Batch invoicing		






## Scheduling

Feature	Tracker from Start Software	A N Other
Fully integrated diary		
View diary in months, weeks, days or hours		
Search for time availability		
Book tentative appointments		
View visit records		
Customisable colour key		
Store holidays, sickness, sales and other non-project time		
Appointments automatically emailed to staff		
Multiple diary views		
Full Outlook®/Exchange® integration		
Automatically calculates forecast income		
Analyse staff for full productivity		
Automatic route-planning to appointments		
Automatically flag under-resourced jobs		
Automatically flag over-resourced jobs		














## Surveying

Feature	Tracker from Start Software	A N Other
Fully HSG 264 compliant		
Pocket PC-based data capture for surveys		
Synchronise data over the Internet or an internal company network		
Synchronise data over Wi-Fi		
Use Windows® Mobile Pocket PCs or phones		
Use Android™ Pocket PCs or phones		
Compatible with Android™ tablets		
iPhone®, iPad® and iPod® compatible (2011)		
Use phone, Pocket PC or iPad® camera		
Automatically stamp each sample with GPS (location) data		
Customisable data input templates		
Unlimited number of survey report templates		
Client-specific survey report templates		
Templates are user-customisable		
Survey reports generate with one click		
No separate uploading of photos required		







## Reinspections

Feature	Tracker from Start Software	A N Other
Asbestos data sent to phone / Pocket PC / tablet automatically		
Record changed information only		
Capture additional samples for previously presumed or recorded items onsite if needed		
Synchronise data over the Internet or an internal company network		
Synchronise data over Wi-Fi		




## Client Access to Data

Feature	Tracker from Start Software	A N Other
Fully integrated web server		
Secure client access to data		
Unlimited number of user IDs and passwords		
Full audit trail with ability to blacklist a client		
All Tracker documents automatically available to web server		
Client can view live asbestos registers including all survey and reinspection information		
Client document library available for plans, procedures, policies etc		
Compliance graphs and charts available		
Action management for all Health & Safety actions		
Inspection calendar with automatic reminders		
Approved contractor database, including facility to store contractor-specific documents, eg insurance certificates		
Website fully customisable		
All data stored on Tracker server, no external hosting required		











## Technology

Feature	Tracker from Start Software	A N Other
Industrial strength Microsoft® SQL server database		
Practically unlimited numbers of clients, jobs, diary appointments etc		
Software licensed for unlimited number of users		
No per office or per user charges		
Mobile data facility robust and reliable		
Microsoft®-standard technology enables uncomplicated support		

## Running Costs

Feature	Tracker from Start Software	A N Other
No ongoing software licence charges		
Optional support and maintenance agreement at 15% of software cost		
Tracker web server gives opportunity for income generation		

## Support and Quality

Feature	Tracker from Start Software	A N Other
Support contract allows unlimited support calls		
Software price includes all training required		
Software price includes customisation		
Start Software is ISO 9001 certified		
Start Software is AccredIT certified		
Support response targets are 2 hours for urgent problems, 4hours for important problems and 8 hours for other problems		
All support calls are logged and followed up		
Regular account management meetings are held		
Proven track record with 7 million items surveyed		
Ongoing development plan with regular new releases		
Partnership approach with clients – some using Tracker for more than 8 years	