Fully integrated software for the Service Repair Industry

Whether your business specializes in electrical, mechanical, hydraulic or other fluid or electro-mechanical repair, Traverse Master offers a scalable ERP solution that leverages the rich information and processes of the service repair industry. Built from the ground up on leading Microsoft technologies - .NET and SQL Server, Traverse Master represents a new approach to business software that:

- Offers the most comprehensive set of industry-specific functionality
- Easily adapts to your changing business needs without altering the base code, allowing seamless incorporation of future updates
- Streamlines workflow to accomplish more with existing resources
- Integrates your critical business functions to provide accurate visibility of sales, shop floor, and inventory across your business
- Empowers users by placing them in control of their daily activities
- Helps you interpret complex information for data-driven decision making
- Provides flexible and intuitive reporting and analytics to gain insight and capitalize on new opportunities

40+ years of adaptable solutions

Traverse Master is developed by OSAS, a client-centric company with more than 40 years of experience designing adaptable solutions for companies just like yours. Traverse Master includes multiple applications geared toward the apparatus repair industry from Service, Job Cost, Inventory, Scheduling, and Distribution, along with comprehensive accounting functionality that integrates operations and helps you to manage your bottom line. This approach empowers organizations and employees to tailor the software to fit their unique practices.
Service Repair

Traverse Master Service Repair capabilities help you identify operational bottlenecks and monitor employee efficiency and work performance. Save valuable time by implementing dynamic scheduling and planning boards while also eliminating dual-data entry.

The software’s mobile technology allows you to efficiently collect job information from the shop floor in real-time including receiving information, quality assurance and inspection results, digital pictures, spec sheets, job status updates and notes, time allocations, inventory transactions, and employee performance. Mobile capabilities allow you to: quickly receive jobs, consume materials, track locations and job status, enter time and document inspection results. The dynamic solution streamlines workflows, enhances performance, and supports a paperless shop floor.

**Functionality developed for your shop floor:**

- Job cost transparency, compare job cost estimates vs. actuals at all stages of work completion
- Track time spent against jobs utilizing a time clock feature, providing insight into true labor costs
- Ensure all purchase orders are accurately applied to a job
- Recall job history, including inspection reports, documented pictures, and parts information each time it comes in for repair
- Streamline estimating new jobs, using the copy function to select prior jobs with the same or similar repairs
- Flexible repair invoicing accounts for customer pricing and multiple jobs on a single invoice
- Generate quotes and estimates from work plan templates
- Establish step-by-step quality assurance inspections and record keeping
- Design reports that make sense based on data you want to see with Interactive Views
- Export data to Microsoft Excel
Dynamic Scheduling

Eliminate the guesswork in manual spreadsheets and whiteboards. Traverse Master’s Dynamic Scheduling application organizes your daily work schedule, technician availability, and conflicting priorities - providing transparency and increasing customer satisfaction.

- Scheduling provides actionable information on a daily, hourly, or minute-by-minute basis
- Operates with little or no direct user interaction
- Schedules re-calculate and self-adjust as daily activities occur
- Reduce overtime costs by accurately managing your workload
- Set appropriate expectations with your clients and improve your customer service experience
- Identify scheduling conflicts before they become a problem
- Forecast work capacity days, weeks or months into the future
Planning Boards

Acting as a control center, Planning Boards provide advanced dashboards that allow you to centralize your daily, monthly and yearly objectives so you can focus on your business, not your software.

- Management and user-specific views for immediate access to mission-critical business information
- 360-degree view of your operations from one place
- Customized dashboards to provide drill-down visibility into your KPIs
- Adjust schedules and other job information directly from dashboards
Job Portal Application

The fully integrated ERP solution and centralized database provides Job Portal functionality that offers your customers the tools to access information anytime, anywhere, from any mobile or PC device.

- Improve your customer service experience and save time for both you and your clients by providing direct online access to key client data
- Allow customers to view estimates, keep track of job schedules, review statements, and pay invoices via the online portal
- Ensure privacy and security for your staff and customers with streamlined new user setup and custom menu access
- Easy access to view documents, pictures, reports, and more
- Empower your sales team with on-the-go visibility into customer data, job status, and history
Inspection Queue System

Traverse Master’s Inspection Queue System allows you to configure any number of queues to manage jobs tasks to be performed by your technicians. As work is carried out, mobile devices provide the ability to document inspections throughout the repair process, ensuring that all are completed and documented in their respective order.

- Inspections are automatically sent to queues or can be assigned by managers directly to technicians
- Technicians have visibility into jobs in the queue they are responsible for
- Jobs will transition from queue-to-queue based on completion and technician’s sign-off
- Easily re-assign jobs to a new technician to keep your shop floor on schedule
- User-defined rights allow technicians to see the status of in-process job activity if allowed