



# QuestSolution iTrack

iTrack (Internet Tracking System) is a management tool that tracks the deployment of hardware devices in the field and the device's repair history.

When a device is damaged or found defective, iTrack provides the ability to log all aspects of the device's repair and return to the field.

In addition, the system provides tracking and documentation to ensure all needed actions are taken to complete the repair; proper shipping, manufacturer repair and return of the device to the field.

In conjunction with the repair management, warranties on all components can be monitored and managed through the repair process.

Each device is tracked by a Serial Number or Asset Tag ID.

As the unit moves through the repair process, the system tracks:

- Technician
- Repair Facility
- Root Cause
- Repairs Completed
- Parts Used
- Additional Testing

as well as various other data elements

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**Repair**

Devices Awaiting Authorization For Repair | Devices to Repair | Repair Preview | Devices Ready to Ship

Devices Awaiting Repair

Total Count: 56 Display Limit 100 Rows Mobile & Wireless Electronics

SERIAL	PART#	PRODUCT	ASSET/TLKID	REPAIR#	PO#	LAST MODIFIED
012345	RDR-900	ATCS	Asset	000209		03-18-2011
012345	RDR-900	ATCS		000210		03-18-2011
012345	RDR-900	ATCS		000211		03-18-2011
012345	RDR-900	ATCS		000212		03-18-2011

Quick Links  
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[PO# Search](#)  
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The system also tracks units as they move through the repair process providing lists of devices:

- Awaiting Authorization for repair
- Ready for Repair

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**Device List**

new query

Total Count: 56 Printer Friendly View

SERIAL	DEVICE	LOCATION	PROJECT	ASSET	SHIP DATE	IN SERVICE DATE
012345	RDR-900	Smallton, MN	ATCS	Asset	03-15-2010	03-18-2011
012345	RDR-900	Smallton, MN	ATCS		03-15-2010	03-18-2011
012345	RDR-900	Smallton, MN	ATCS		03-15-2010	03-18-2011
012345	RDR-900	Smallton, MN	ATCS		03-15-2010	03-18-2011

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The system has the ability to track devices in the field by location.

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**Devices: Shipping**

Add MW Device | Add Electronics | Add EOT | FTR

Advanced Search | PO# Search | Repair# Search | Sales Order# Search | FTR Search

Shipping Detail

Company: ABC Inc.  
 Serial#: 123456  
 Asset Tag: ARES RN-160  
 Device Type: UPS

Date: 03-18-2011  
 Service Center: WGS-Kansas City  
 User: jdoe  
 PO Number: 123-456

Location: City, State  
 Carrier Tracking Number: 123412341234123456

Priority: Ground

Ship To: ABC Inc.  
 Attn: John Smith  
 1234 Main St.  
 City, State, 12345

Shipping Notes:

[packing document](#)

Devices | Accessories | Repair | Shipping | Reports

Once the repair is complete, the system allows the shipping department to log the destination, shipper and tracking number.

The repair tracking system links any Carrier to provide the shipment tracking information.

UPS Package Tracking - Microsoft Internet Explorer

Track by Tracking Number

Status: Delivered  
 Delivered on: Mar 22, 2005 9:11 A.M.  
 Signed For: EDC  
 Location: RECEIPTION  
 Delivered on: Alliance, NE, US  
 Shipped or Billed on: Mar 18, 2005

Tracking Number: 12 690 105 03 4378 380 2  
 Service Type: GROUND  
 Weight: 14.20 Lbs

Event	Location	Activity
DELIVERY	ALLIANCE, NE, US	DELIVERY
OUT FOR DELIVERY	ALLIANCE, NE, US	OUT FOR DELIVERY
ARRIVAL SCAN	ALLIANCE, NE, US	ARRIVAL SCAN
DEPARTURE SCAN	OMAHA, NE, US	DEPARTURE SCAN
ARRIVAL SCAN	OMAHA, NE, US	ARRIVAL SCAN
DEPARTURE SCAN	KANSAS CITY, KS, US	DEPARTURE SCAN
ORIGIN SCAN	KANSAS CITY, KS, US	ORIGIN SCAN
BILLING INFORMATION	US	BILLING INFORMATION

## Reports

The iTrackSystem includes a series of reports that provide a view of the service history for electronic devices including mobile and wireless products.

The reports are provided to give visibility of common failures in the field as well as a complete service history of units by location. This allows visibility to specific locations that may be experiencing unusually high repairs.

Reports are provided in a standard format available over the web.

## QuestSolution iTrack

- Automates the process of managing electronic equipment in the field.
- Tracks use and abuse of all equipment.
- Automates the process of deploying large number of devices to many locations.
- Automates the warranty management process.
- Provides full visibility and management to repairs and status of equipment in one secure central tool.