ReadiTrak™

Instrument Maintenance & Management

maintenance
calibration
service

Web-based maintenance management and technical support for CBRNE equipment and operators. Connecting responders, manufacturers, resellers and service centers with a total sustainment solution that improves readiness.

ReadiTrak™ simplifies the sustainment of equipment and responder readiness. Our solutions makes it easy to provide and receive technical support, manage maintenance and repair, and deliver on-demand training—improving capabilities and readiness throughout the responder community. ReadiTrak™ integrates software tools and knowledge resources needed to increase the uptime of systems, improve proficiency and provide better outcomes. ReadiTrak™ is the only independent, HazMat and CBRNE-specific platform that connects responders, manufacturers, resellers, integrators, and third-party support with customer service, technical support and training.

Simplify the management of equipment warranties, service contracts, repairs and deployments with a single, user-friendly app. Enjoy fast, 24/7 access to all your equipment data and technical support information. ReadiTrak™ has everything you need to improve the readiness of your equipment and your team. Empower responders with the tools and information necessary to maintain and use their equipment at peak operational capacity.
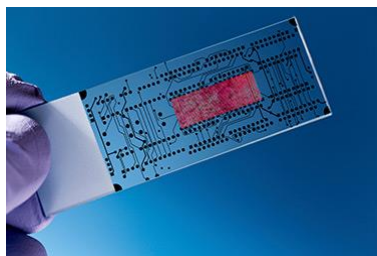
Understand at-a-glance what equipment is functional, where it is, what maintenance is required, and who is responsible for it. Catch problems before they become costly, improve maintenance procedures, and reduce equipment downtime.

U.S. Military CBRNE response forces, urban HazMat teams, and local fire departments all rely on ReadiTrak™ to improve readiness, save time, and reduce costs. OEMs leverage ReadiTrak™ to provide premium technical support while improving customer relationships and gaining a better understanding of product usage. Integrators in the supply and service chains use ReadiTrak™ to add tangible value for their customers by improving the visibility, accountability and speed of their services.
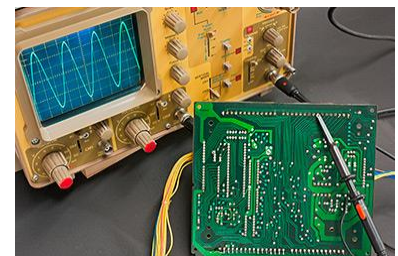

CBRNE & HAZMAT RESPONDERS

U.S. Military CBRNE response forces, urban HazMat teams, and local fire departments all rely on ReadiTrak™ to improve readiness, save time, and reduce costs.

EQUIPMENT MANUFACTURERS

OEMs leverage ReadiTrak™ to provide premium technical support while improving customer relationships and gaining a better understanding of product usage.
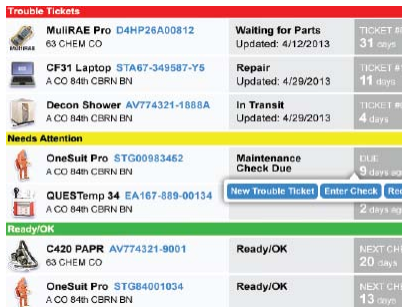
RESELLERS & SERVICE CENTERS

Integrators in the supply and service chains use ReadiTrak™ to add tangible value for their customers by improving the visibility, accountability and speed of their services.
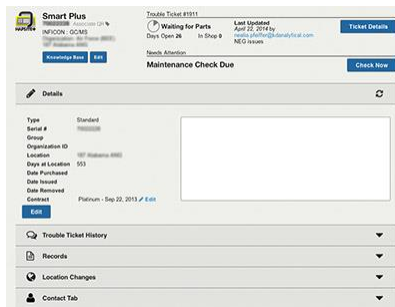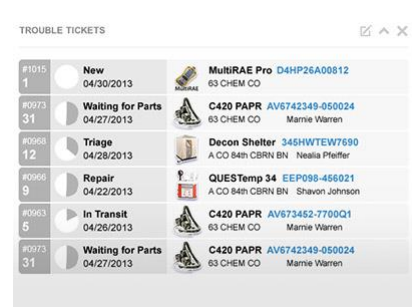
ReadiTrack™

FEATURES

DASHBOARD

The ReadiTrak™ dashboard is completely customizable, allowing each user to view the equipment records, trouble tickets, contacts and knowledge base entries that are important to them.
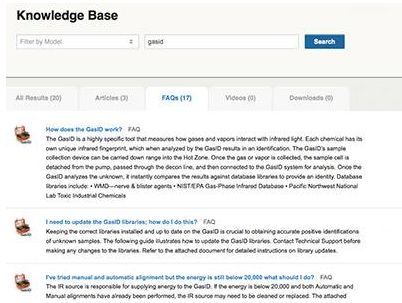

EQUIPMENT TRACKING

Track detailed equipment information including assigned users, location history, trouble tickets, maintenance and repair history and much more
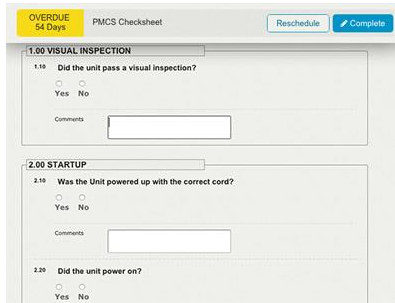

TROUBLE TICKETS

Every equipment issue and technical support request is logged in detail with current status, conversation history, parts records, resolution and root cause information.

KNOWLEDGE BASE

Use our vast Knowledge Base to find answers to common equipment questions, standard operating procedures and methods, equipment documentation and training materials.
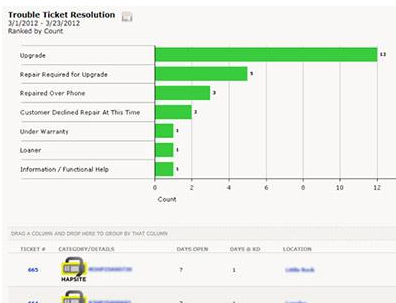

PREVENTATIVE MAINTENANCE

ReadiTrak™ guides users and technicians through the scheduling, notification and performance of preventative maintenance, which can be customized for your organization.

TRAINING

Our large and growing Knowledge Base includes a range of training decks for common instruments and can host online training courses designed specifically for your team.

ADVANCED REPORTING

ReadiTrak™ provides executives and managers with comprehensive, customizable, actionable metrics like equipment status, repair history, operational availability and cost.

BARCODE SUPPORT

Speed up your maintenance and calibration workflow by quickly recalling equipment records from ReadiTrak™ using a smartphone camera or dedicated scanner.