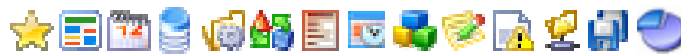


ServiceTrack provides a solution for direct service organizations to increase the efficiency and reliability of service workflow through technology while helping case workers to focus on what matters the most – quality service to their clients.



ServiceTrack, available in both ASP (hosted) model and Site-Installed (purchased) model, includes an adaptable suite of modules that integrate, manage and track activities in the service lifecycle.



Many powerful and fully integrated tools that make case management easy and effective!



Scalability

Designed for high multi-user concurrency in a thin client environment, our solutions are well-suited for organizations with staff anywhere from 5 to 5000, working out of a single location or multiple sites. All components of the system have been developed for the most challenging mission-critical large data volume environment. The database can support terabytes of data with high degree of performance and reliability.



Usability

ServiceTrack is developed with significant amount of focus on intuitive, effortless navigation. It is based on a user-friendly browser interaction, keeping user's daily web application preference in combination with many easy-to-use features such as search operator, real-time spell-check, and input validation. Many other tools which are available only in traditional windows environment are incorporated so users with basic computer knowledge using programs such as Word, Excel, and Internet Explorer will require minimum training to be able to start operating ServiceTrack.



Flexibility

ServiceTrack benefits greatly from its object-oriented .NET development methodology and 3-tier design concept. It makes the system flexible and open for future modification and customization based on user requirement, while ensuring the integrity of the system. On-site administrators can quickly and easily reassign field values, add new fields, specify drop down values and create custom case documents. In addition to full flexibility over a range of system defaults and parameters, many features can be configured differently to meet the particular customer operation environment.



Security

Whether used locally or remotely, a number of security features built into ServiceTrack which ensure your organization's information safety, secure and accessible only by authorized parties.

- ✦ 128-bit or 256-bit SSL (secure sockets layer) encryption provides a high degree of confidentiality
- ✦ User name and strong password controls restrict access to authorized parties only
- ✦ Full audit trail on the entire system tracks who creates, updates or deletes what data and when



Case Management Console

A personalized case work portal tool to view the work load and progress as well comparing to organization's overall performance.



Dashboard

An intuitive and comprehensive view of the case file breakdown in any logical grouping from multiple programs or departments.



Calendar and Workflow Management

Help users to keep track of appointments, group meetings, client service schedules and many other events securely in one place.



Case File Management

From keeping track of client's income eligibility to enrolling client with service, it provides users with a complete set of modules to track any aspects of the interaction case workers might have with the clients.



Case Activity and Service

Help users to keep track of all case notes, service records, and case task reminders all in one single location. Case activity summary and service history reports are just at your finger tips.



User Defined Field

Have complete control over how, what, in what format, and sequence data is entered and more. Explore the flexibility with user defined fields: users can customize any form of data entry fields, and apply validation rules to ensure data integrity.



Assessment and Analysis Tool

Realize the power to create fully customizable assessment forms to capture any type of data. Users can easily apply data validation rules to all assessment fields to ensure the accuracy of data capture.



Service Scheduling and Attendance

A simple but powerful way to do client service enrollments and track attendance. Users can also access a wealth of schedule and attendance based reports.



Resource Management

Making sure all resources are ready for client meeting, group activities, and other events can be easily accomplished by using Resource Management module. It helps management to allocate resources effectively.



Survey Management and Reporting

Get real-time feedback from clients whenever you need input and run summary reports to analyze results



Form Template Management

Create predefined templates with case parameters for form processing



Document Management

Securely share documents, files, and other content that is of common interest of all users. Content publisher can authorize users secure access to important files any time from anywhere.



Case Batch Processing

Process cases in a batch from Excel import or case search results



Report Builder and Sharing

Define field selection, search criteria, sorting, and grouping methods for report generation. Printable in PDF format, exportable to Excel. Query can be shared with other users to run in real-time, or kept in creator's personal profile.



The screenshot displays the Service Track software interface. On the left, a vertical navigation menu includes: Manage Activities, Tasks, Manage Service Schedule, Manage Documents, Messages, News, Surveys, Templates, and Run Custom Reports. The main area shows a calendar for September 2006, a 'My Cases' list with columns for CaseID, CaseName, Dept, and Location, and a 'My Case Services' list. A pie chart is visible in the center. On the right side, three callouts point to specific features: 'Access Case Files' (pointing to the CaseID column), 'Access Case Modules' (pointing to the CaseName column), and 'Manage Case Services' (pointing to the My Case Services list). At the bottom, three more callouts point to 'Access Dashboard', 'Access Service Analysis Tool', and 'View Caseload'.

The screenshot shows a detailed report within the Service Track software. At the top, there's a 'Group Assessment - Comparison Summary for Initial Client' section with a bar chart comparing two dates: 08-21-2006 - 08-29-2006 and 08-29-2006 - 10-31-2006. Below this is a 'Case Analysis Tools' section with a 'List by Ethnicity' table. The table has columns for Category, Type, and My Cases Count. The data is as follows:

Category	Type	My Cases Count
MALE		103(33%)
Female		205(67%)
American Indian / Alaska Native		3(1%)
Asian		4(1%)
Black or African American		48(15%)
Hispanic / Pacific Islander		50(16%)
White		50(16%)
Hispanic		50(16%)

Below the table is a 'My Cases' section with two pie charts labeled 'My Cases' and 'All Cases'. At the bottom, there's a calendar view showing a weekly schedule of activities from Monday, 09/11/2006 to Sunday, 09/17/2006, with various time slots and activity names like 'Meal on wheels Group 2', 'Senior Center Screening 2', and 'Community Outreach Program'.

Find out more about ServiceTrack and other MCT Technology solutions at www.mcttechnology.com or call our toll-free sales hotline at 1.888.714.5308