



TRACMAR

Built by an MSP.
Built in Adelaide.
Built to be used, not configured.

Service management for businesses that bill for their time — flat-priced, Xero-native, and running on servers we own in South Australia.

TRACK · MANAGE · BILL

400+

RELEASES SINCE APRIL 2026

Live

IN DAILY PRODUCTION

Adelaide

BUILT, OWNED AND HOSTED

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Who it is for

Tracmar was built inside an IT managed service business, and that is where it is proven. But the shape it encodes — **clients, jobs, time against those jobs, and a bill at the end** — is the same in any business that sells expertise by the hour. Nothing in the core is specific to fixing computers.

IT services and managed service providers

The home ground: tickets, SLAs, contracts, device monitoring and Xero.

Accounting, bookkeeping and advisory

Recurring work against a monthly allowance, with overage that bills itself.

Legal, surveying and consulting

Matters instead of tickets, time recorded against them, fixed or capped fees where they were agreed.

Engineering and architectural practices

Longer projects with tasks, assignees and a running record of where the hours went.

Trades and field service

Scheduled jobs, onsite reminders, parts sold alongside the labour, and a mobile view for the van.

Agencies and allied health administration

Retainers, client records, correspondence history and a pipeline for the work not yet won.

Every feature exists because it solved a real problem on a real day.

Most platforms in this market are built by product teams estimating what a managed service provider needs. Tracmar was built by one — while running the business it was written for, replacing HaloPSA, with the next morning's work depending on it.

400+

RELEASES SINCE APRIL

Live

DAILY PRODUCTION

Zero

PER-SEAT FEES

13

THEMES, AA AUDITED

Australian built. Australian owned. Hosted in Adelaide.

Tracmar is designed, written and supported in South Australia. It runs on servers in **Adelaide**, owned and operated by **Adelaide IT Solutions** and **R&N Data** — not on a hyperscaler in another hemisphere, and not inside a platform owned offshore.

Your data stays in the country it was created in, under Australian law, reachable by people you can telephone. Every competitor in this document is owned and hosted overseas.

Built in the real world

Not designed by a committee. Built by an MSP owner replacing Halo PSA, in daily use while it was written, and brought forward four months ahead of the retirement deadline because it was ready.

Everything connects

Tickets to time to billing to Xero. Routines to tasks to Today. A checklist step becomes an assigned task whose time bills back to the ticket it came from. There is one source of truth for time, and everything reads from it.

Fast, because it is small

No loading screens, no module sprawl, no configuration project before you can raise a ticket. The whole platform is one interface a team can learn in an afternoon.

Xero-native billing

One-click invoice push, grouped by client, with contract-aware line splitting, and invoice numbers stored back and globally searchable. Tax is computed by your own Xero organisation rather than hardcoded — which is why the same build sells into New Zealand.

Your domain, your data

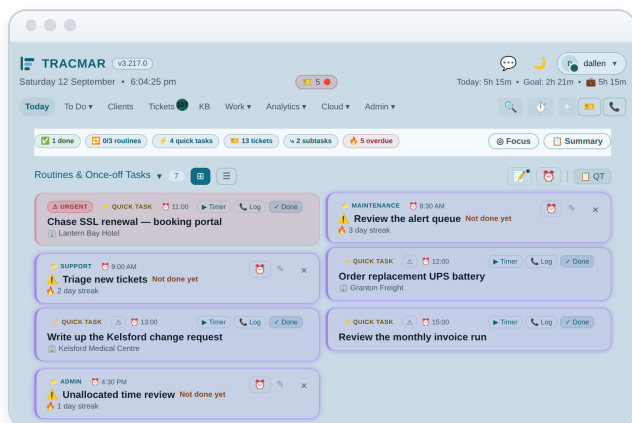
Your own custom domain and your own database. Nightly encrypted backups with a tested restore. No data sharing, no vendor lock-in, no per-seat surprises, and no multi-year contract to sign before you start.

Priced flat

From \$49 a month for the platform, not per agent. There is no seat minimum, so a one-person shop pays one-person money.

Your whole day on one screen.

The personal productivity layer no other PSA has — and the reason people open Tracmar first thing, rather than when a ticket forces them to.



Today. Routines with streaks, quick tasks linked to clients and tickets, and a glance row that says what is still outstanding before you have scrolled.

Routines and streaks

Daily, weekly and one-off work with flexible recurrence, carry-over and skip tracking. A routine done today drops off the list rather than sitting there ticked.

Quick tasks

Ad-hoc work linked to a client and a ticket, appearing on the day it is due, with a timer that logs straight back to the job.

Tickets needing you

What is assigned to you and what is overdue, without opening the ticket list.

Dual focus timers

Two independent timers with one-click logging, which survive switching apps on a phone.

Daily checks

Snooze-able reminders inline on the page, for the things that are not worth a ticket but must not be forgotten.

Focus and daily summary

Collapse the page to only what is outstanding, or open a summary of what the day actually contained — what was logged, against whom, and what is left.

Mobile Today ★ NEW

A purpose-built field view, so a technician can tick off, log time and close work on site.

Quick notes

A persistent sticky-note panel for whatever you are told on the phone before you have somewhere to put it.

Upcoming and due

Goals, projects and tasks falling due inside a fortnight, in a compact strip you can act on without leaving the page.

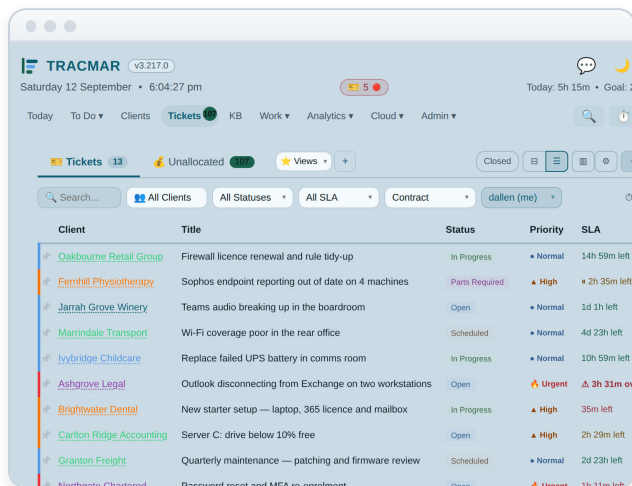
Overdue alerts

Anything three or more days overdue surfaces with one-click extension and a logged reason, so slippage is recorded not hidden.

Why it matters. Every other platform in this market treats your own day as out of scope. It tracks the business's work but not yours, so a second system creeps in to hold the rest — a notebook, a task app, a whiteboard. Tracmar holds both, which is why the time that reaches the invoice is the time that was actually worked.

An SLA that measures the promise you made.

The clock stops when the job is resolved, not when someone remembers to close the ticket. Response and resolution are tracked separately and are business-hours aware, and a status like *Awaiting Parts* pauses the clock and banks the remaining time — so you are not judged on days spent waiting for a supplier.



The list. On Track, At Risk, Critical and Breached — live, per ticket, and paused where a status has stopped the clock.

Checklists that carry the job ★ NEW

Per-step priority with filtering, notes against any step, completed steps collapsed away, and two printouts — the whole record, or only what is left.

Checklist PDFs to the client ★ NEW

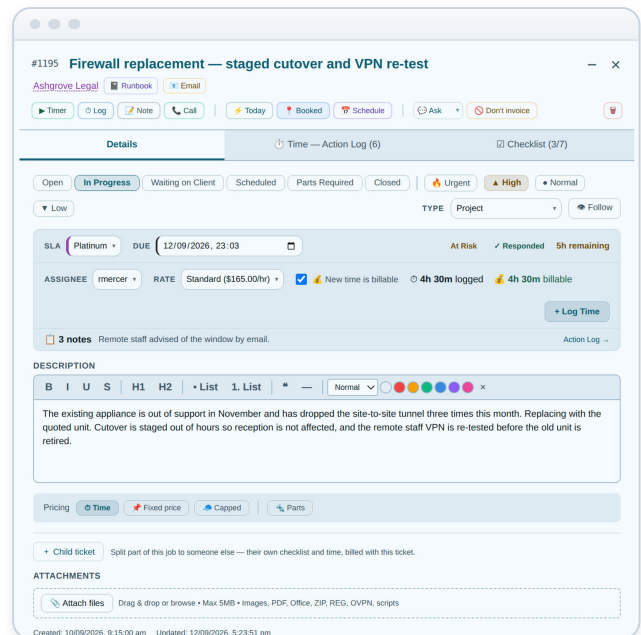
Emailed as a branded PDF now, at a set time, or repeating until the job is finished. Every send is logged on the ticket.

Child tickets ★ NEW

Split a job to a colleague with their own checklist and labour. The parent cannot close until the children are; time rolls up and bills as one job.

Ticket types and templates

Break/Fix, Project, Maintenance and your own, managed centrally — with templates that carry checklist steps and a first time-log description into every new ticket.



Inside a ticket. SLA tier and time remaining, assignee and charge rate, logged against billable time, and the pricing mode — by time, fixed, capped or parts.

Scheduled tickets ★ NEW

Plan work for a future date with no SLA running until it starts. Appears in the list, the team calendar and the daily digest.

Checklists become tasks ★ NEW

Promote any step to a task assigned to anyone. Time logged there bills back to the originating ticket.

Email intake and ask a colleague

An inbound mailbox raises tickets and threads replies; querying a ticket in chat records the answer back onto it.

Saved views

Any combination of filter, sort and columns saved per person and kept in the database, so the list you work from is waiting for you on the next machine.

Who else has it open

A live indicator of who is looking at a job right now — a heartbeat, not a lock, so two people do not quietly work the same thing at the same time.

Recurring work

Jobs that repeat on a schedule are raised for you, with their checklist and their SLA, so quarterly maintenance is not somebody remembering.

From the clock to the invoice.

Time is captured where the work happens — on the ticket, the task, the call or the timer — and reaches Xero without being retyped.

The number on the ticket, the number on the dashboard and the number on the invoice are **the same number** — because they are all reading the same rule, from the same place.

Parts and materials ★ NEW

Line items with Xero item codes, sold at their own price alongside the labour and never absorbed by a support allowance.

Fixed and capped pricing ★ NEW

Quote a job as a price rather than by the hour. Capped bills the hours but never past the figure agreed; the hours still print as context.

Contract tracking

Monthly agreement hours per client with Covered, Partial and Overage status, and overage rates that apply themselves.

Not billable ★ NEW

Write work off without deleting it. It leaves invoicing and Xero, and stops consuming the client's contract hours.

Unallocated time

Billable time with no ticket surfaces for allocation, with reasoned write-offs and an audit trail of who decided what.

Invoicing queue alert ★ NEW

Tells you once there is enough closed, uninvoiced work to be worth a run — with a per-client floor, so small amounts accumulate instead of nagging.

Debtors and receivables

Live aged receivables from Xero, per-client overdue, bulk SMS reminders and promise-to-pay tracking.

Charge rates

Named rates with billing increments, after-hours variants and per-client assignment.

Push a client to Xero

Create the Xero contact from the client record — account number, address, sales account and payment terms — rather than typing them into two systems.

Invoice hold

Park a client out of the invoice run without deleting anything. Their time keeps accruing and is picked up whenever the hold comes off.

One home per rule

The contract split and the billing increment are defined once and imported everywhere. A rate change happens in one place and every screen that quotes it moves together.

Nothing bills twice

A time log records the task that created it, so completing that task again cannot re-bill the work. Write-offs leave invoicing entirely and stop consuming contract hours.

Nothing bills late

Closed, uninvoiced work is counted for you and raised once it is worth a run — so the month does not end with time nobody remembered to put on a bill.

One record everything else hangs off.

Open tickets, hours this month and last contact stay in the header wherever you opened the client from — so you never answer the phone without the context.

The client record. Contacts, address, SLA tier, groups, billing type and per-client ticket templates, with activity, time, contract, runbook and documents behind the tabs.

Opportunities pipeline

A kanban board with stages, status flags, templates and prospect-to-client conversion, so a win becomes a client record without retyping it.

Call logging

Timer, rich notes, outcomes and follow-ups — optionally billed straight to a ticket.

A ticket alert per client

A warning that appears whenever anyone raises a job for that client — the site rule, the access quirk, the thing the last person wished they had known.

Activity timeline ★ NEW

Calls, tickets, emails, time, tasks, notes, SMS and write-offs in one filterable feed — the whole history of a relationship on one tab.

Auto last contact ★ NEW

Updates itself from ticket notes, inbound email and logged calls. No manual upkeep, so it is still true in six months.

Encrypted runbook

Per-client credentials and procedures, encrypted at rest, with private entries only their owner can open.

Client groups and saved views

Colour groups, favourites and saved filters, so the twelve clients you actually work on are one click away from five hundred.

SMS to clients

Templated messages, scheduling, opt-outs and automatic onsite reminders before a visit.

Documents and knowledge base

Per-client document storage, and an article tree with categories and attachments linkable from any ticket.

Import what you already have

Bulk CSV import — five hundred clients arrived from Halo in a single session — with contacts, locations and codes carried across rather than retyped.

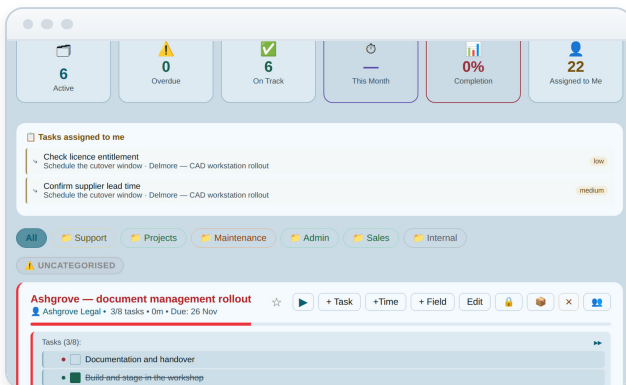
Contacts and locations

Multiple contacts with roles, and multiple sites, so "which office" and "who signs for it" are on the record instead of in somebody's memory.

Reports they actually read

Branded monthly reports generated per client and sent as a PDF — what was done, what it cost, and what is at risk — so the value of a retainer is visible without anyone asking for it.

Longer work, tracked where the day is.



Projects. Tasks and subtasks with assignees, priorities and due dates, per client. What is assigned to you surfaces on your Today page.

Shared team calendar ★ NEW

Day, week and month views of everyone's scheduled work — side by side or overlaid.

Device monitoring

A live NinjaOne alert feed and configurable email alerts, including machines not seen for X days.

At-risk devices

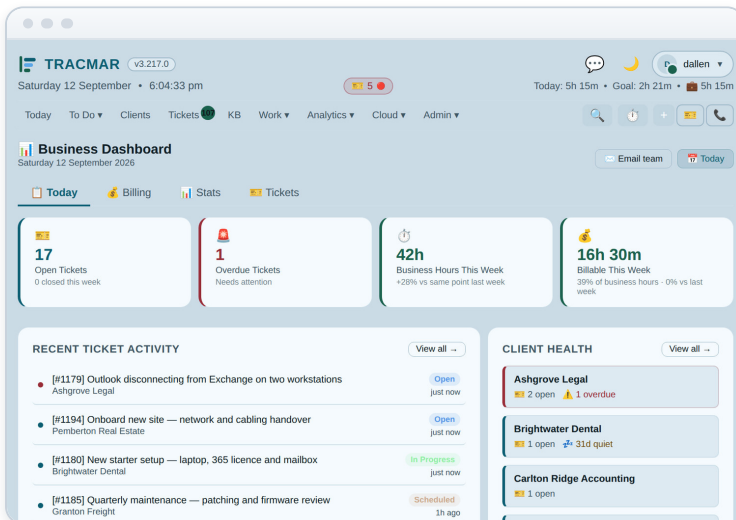
A cross-client sweep for end-of-life operating systems, low disk, security and warranty exposure — with client-ready PDFs to sell the remediation.

Domain and SSL expiry

Certificates and domains tracked across every client from your own reseller account.

BUSINESS DASHBOARD

Is this week going well?



The dashboard. Hours and billable hours against the same point last week, live ticket activity, and which clients have something overdue or have gone quiet.

Answering that question in most platforms means building a report. Here it is the page you land on — open and overdue tickets, business and billable hours with a week-on-week comparison, twelve-week revenue and hours trends, SLA health, top clients by hours, and client health.

The whole view is admin-only. Staff get their own dashboard, showing their tickets, their time and their routines.

Revenue and hours trends

Twelve weeks of billable revenue and hours, with a billable-percentage overlay.

SLA health

Breached, due soon, healthy and no-SLA at a glance, each clickable straight into the filtered list.

Top clients and client health

Ranked by hours this month, alongside who is overdue and who has gone quiet.

Reporting

Branded client reports, a financial P&L, insight dashboards and full-history search.

The parts nobody demonstrates.

Procurement questionnaires ask about these by name, and they are the difference between software you run a business on and software you try.

Authentication

Two-factor by email or authenticator app, passkeys, IP whitelisting, a geo firewall, trusted devices and full login logs. The absolute and idle session windows are separate limits, so an unattended browser does not stay signed in all day.

Australian data residency

Your database, attachments and backups sit on servers in Adelaide, owned and operated by Adelaide IT Solutions and R&N Data. Nothing is replicated offshore, and there is no foreign parent with lawful access to it.

Encrypted at rest

Client credentials and runbook entries are encrypted in the database, with the key held outside the web root and outside the backup archive — not lock and key in the same box.

Backup and recovery

Nightly encrypted database backup with a tested restore, thirty retained, plus off-premises copies. A backup nobody has restored is a hypothesis.

Roles and permissions

Admin and staff roles with granular permission keys, so a technician sees their work without seeing the company's revenue.

Audit trail

A global activity log across tickets, time, write-offs and invoicing — who changed what, and the reason they gave.

Thirteen themes, per user ★ NEW

Dark, Carbon, Slate, Nord, Midnight, Forest, Dracula, Light, Mist, Rose, Meadow, Sepia and High Contrast — chosen per person and remembered against their account, not their browser.

Accessible by measurement ★ NEW

Every theme is contrast-audited against WCAG AA rather than eyeballed, and High Contrast clears AAA. Colours your staff choose themselves for statuses and client groups adapt, so they stay readable in every theme.

Locale-aware

Per-tenant timezone, business hours and tax locale. Date formatting, SLA arithmetic and reporting follow the tenant rather than the code.

Versioned schema

Numbered, checksummed migrations, so a new instance is built from the same schema the live one runs — not a hand-applied approximation of it.

Global search

One field across tickets, clients, projects, activity, Xero invoice numbers and opportunities.

Notifications

A daily digest, SLA breach warnings, ticket created and closed alerts, and delegated-task reminders that escalate.

Master password

A second lock over sensitive projects and goals, so the things that should not be readable by everyone with a login are not.

Messaging, in the same place as the work

One-to-one and group chat with file sharing, pins and search — and a job referenced in a conversation is a link, not a number somebody has to go and find.

About the screenshots in this document. They are taken from a working Tracmar instance carrying invented data — a fictional firm, fictional clients and fictional figures — shown in the Mist theme. No real client appears anywhere in this brochure.

How Tracmar compares.

This market is dominated by platforms built for large shops and priced per agent. Tracmar is built for the small ones.

PLATFORM	PRICING	WHAT SMALL MSPS REPORT	SEATS
HaloPSA	\$35–\$119 per agent / month, billed annually	A five-agent minimum floor. Needs a dedicated Halo admin to configure and maintain, and is described as a power-user PSA with a steep curve for small teams.	5
ConnectWise PSA	\$60–\$110 per user / month, quote only	No published pricing. Year-one cost runs 40–80% higher once implementation and training are added. Multi-year contracts with 60–90 day cancellation windows.	10+
Autotask	Quote only, within the Kaseya bundle	The 2022 Kaseya acquisition is widely reported to have reduced support quality. Requires ecosystem buy-in, and the interface is described as dated.	n/a
SuperOps	\$89 per technician / month	A strong unified platform, but per-technician pricing scales your costs as you hire. Newer, with some billing scenarios still maturing, and no personal productivity layer.	1
Tracmar	\$49–\$179 / month, flat	Flat pricing that does not move when you hire. No seat minimum, no module pricing, no multi-year contract. Xero-native, Australian locale, your own domain, and a personal productivity layer none of the others have.	1

Competitor pricing from publicly available data and MSP community reports as of May 2026. Quote-only platforms vary. Verify directly with vendors.

FEATURE	TRACMAR	HALO	CONNECTWISE	AUTOTASK	SUPEROPS
Ticketing and SLA management	•	•	•	•	•
Xero integration	•	•	—	—	—
Flat pricing, not per user	•	—	—	—	—
Personal productivity layer	•	—	—	—	—
No minimum seat count	•	—	—	—	•
Custom domain hosting	•	—	—	—	—
Australian locale and timezone	•	•	—	—	—
Australian owned, and hosted in Australia	•	—	—	—	—
Published transparent pricing	•	•	—	—	•
No multi-year contract	•	—	—	—	•
RMM integration	•	•	•	•	•

PRICING

Flat, published, and not per seat.

No per-user fees, and no feature gating on the things you need to run a service desk. A one-time setup fee covers domain configuration, provisioning, your data import and a configuration session.

	STARTER	PROFESSIONAL	BUSINESS
Monthly	\$49	\$99	\$179
Users included	1	Up to 3	Up to 10
One-time setup	\$299	\$399	\$499
Ticketing, SLA and time tracking	•	•	•
Xero integration	•	•	•
Client CRM and runbooks	•	•	•
Business dashboard and analytics	—	•	•
Opportunities pipeline	—	•	•
Device monitoring integration	—	•	•
Mobile Today page	—	•	•
Custom domain	—	•	•
Twelve-week revenue and hours trends	—	•	•
White-label — your logo and colours	—	—	•
Priority support and onboarding	—	—	•

Professional suits most small teams. Setup covers DNS, provisioning, CSV or Halo import and the initial configuration session.

EARLY ADOPTER

PLAN	JOIN NOW	FROM 2027	SAVING
Starter	\$49	\$69	\$240/yr
Professional	\$99	\$149	\$600/yr
Business	\$179	\$249	\$840/yr

Locked for twenty-four months from sign-up.

WHAT IS COMING

Full mobile responsiveness

Not just Today — tickets, clients and projects, with install-to-home-screen.

Multi-tenant SaaS

Each MSP on an isolated instance. The configuration layer that makes a new tenant a data change rather than a code change is already built and in production.

Client portal and API

Self-service ticket logging for your clients, and a REST API for your own integrations.

NEXT STEP

Ready to replace your PSA?

Every deployment starts with a conversation, not a signup form. We will look at how you work now, plan the migration from Halo or CSV, configure your instance, and have you live on your own domain — typically within a week.

Early adopter pricing locks today's rate for twenty-four months.

tracmar.app

