

“My name is Patrick R. Andrews and I am the Vice President of CROSStrax. I handle any and all onboarding for our Case Management Software, this can range from answering support tickets to conducting online webinars for our users, and also 1 on 1 training. Alongside training, I handle any and all marketing as well as production of new functionality inside our software.

I have been working inside CROSStrax for over 10 years, even before it became a SaaS (Software as a Service). Prior to working with CROSStrax I have been working as a Private Investigator in the insurance industry, as well as a sales representative so I am familiar with both field work and the marketing side of Investigations. I am still licensed in the State of Alabama and Florida. I have approximately 10 years of experience in the PI industry.

I believe Case Management Software is a very important tool that can help any investigator regardless of industry or age. Great software can assist with organization of files, marketing of clients, and security of your clients’ sensitive data. Another aspect that goes unnoticed with software is the ability for owners and managers to audit their files.”

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