TrackStudio
Hierarchical Issue Tracking Software



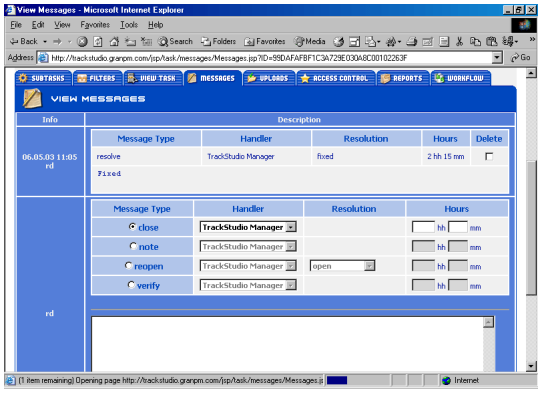
Support for hierarchical structures, project-specific customization and issue-level security allows users to customize nearly every aspects of the system with a few clicks of the mouse.

Why TrackStudio?

The Advantages of Hierarchical Issue Tracking

Choosing an issue tracking system is a crucial decision for every organization. The wrong choice may not be so obvious during the first few months, but later on it may lead to additional expenses exceeding the original cost.

Within even one small project it is often necessary to track various types of issues, such as bugs, documentation changes, and support requests. Various issue types may have different sets of states and transition rules. For example, a software tester is supposed to verify bugs, while a proofreader should control the documentation quality. The system should ensure that the software tester does not get the task of proofreading a text by mistake.



Nevertheless, the majority of systems available at the market do not allow the users to specify a separate workflow for each issue type or for each project. Instead, the workflow is defined only once for all issue types and projects. The common solution is to install several instances of a system, where each of them has workflow configured to track a specific issue type or project. The vendor of one well-known issue tracking system quote their user who writes that it takes 60 instances of the issue tracking system to manage 200 users and 20 projects. In that situation you will have to perform 6 requests just to compare the average time of responding to a support request for 2 projects. Even such a simple operation as getting the list of all unresolved bugs requires to perform the search 60 times - and even then you will have to sum up the obtained results manually. This example is not the only one - the developers of another popular issue tracking system use 15 instances of their own system to manage about 30 projects. The administrators in such companies have to spend lots of time on installing, configuring, backing up and upgrading all the instances of the system. The only who wins in such a situation is the issue-tracking-software vendor - especially when per-server licenses are used, and more instances means more money.

In the majority of systems issues and projects constitute different concepts - they are stored in different tables and they are created using different user interfaces. Very often in such systems you cannot find the project by its name or by the customer and it is not possible to exclude the closed projects from the search results, while to create a custom field available in 5 projects means creating 5 separate custom fields. At first, such systems attract users by their simplicity, but later, because of trying to solve a lot of problems in the project management area, those systems acquire a cumbersome interface and an ineffective architecture.

As a result, the overwhelming majority of systems allow you to conduct the effective management of 5-7 projects and the users have to waste their money on purchasing licenses for additional system instances, thus making the situation still worse.

A hierarchical issue tracking system allows you to effectively solve the above-mentioned problems, but the development of a hierarchical issue tracking system architecture is a complex task that is to be resolved at the very beginning of the development process, for it will be practically impossible to realize it later on.

TrackStudio has been developed as a hierarchical issue tracking system, which gives the opportunity to configure the system behavior in the most effective way, taking into account the peculiarities of each specific project, customer, or issue type. TrackStudio will allow you to save money and be ahead of your competitors who use old and ineffective systems.

TrackStudio Enterprise

Systems Supported
- Microsoft Windows NT/2000/XP
- Linux
- Sun Solaris
- Hewlett Packard HP-UX
- IBM AIX

Database Server
- ORACLE 8i, 9i, 10g
- IBM DB2 8.1.3
- MS SQL Server 2000 SP3
- Borland Interbase 6.5
- Firebird 1.5
- PostgreSQL 7.4.2
- HypersonicSQL 1.7.2

Application Server
- BEA Weblogic 8.1
- IBM WebSphere 5.1
- Sun ONE Application Server 7
- Apache Tomcat 4.x-5.x
- JBoss 3.0.x
- Jetty 4.1.x
- Caucho Resin 3.0.7

Web Browser
- Microsoft Internet Explorer, version 5.0-6.0
- Mozilla 1.x
- Netscape 7.1

E-mail client
- Microsoft Outlook Express 4.0-6.0
- Microsoft Outlook 98,2000,XP
- The Bat! 2.x

IDE
- IntelliJ IDEA 4
- Borland JBuilder X
- Eclipse 3.0

Benefits

TrackStudio was created as an issue tracking system for software development companies doing their business worldwide. The following key features and benefits provide both our customers and ourselves with the advantage over competitors:

1. In order to manage complex tasks you should divide them into simpler ones, and in turn break these into still smaller parts. To manage complex tasks effectively your issue management system should support task hierarchy (Work Breakdown Structure, or WBS). Complete support for task hierarchy is as complex as it is beneficial, making it a feature offered by very few issue tracking systems.



TrackStudio's support of Work Breakdown Structure gives the user the opportunity to manage large task hierarchies effectively.

2. A lot of companies use matrix project management, but for fully functioning support of matrix project management a department and user hierarchy (Organizational Breakdown Structure, or OBS) is required. Issue tracking software often lacks this feature, and does not allow the projection of the successful experience of using the system in one department onto the whole organization. It is also nearly impossible to manage a simple list consisting of 500 or more developers or customers.



TrackStudio supports Organizational Breakdown Structure and gives companies the opportunity to use the most recently developed methods for managing large groups of software developers and customers.

3. In a company carrying out a number of projects for different customers various projects can have very little in common. At the same time only a small number of systems support full project-specific customization and are capable of creating custom fields, task filters, workflows or e-mail notification rules for particular project groups, projects or even tasks.



TrackStudio supports project-specific customization, and allows companies to maintain the unified project management standards while taking into account the peculiarities of every particular project at the same time. TrackStudio also allows inheritance of custom fields, workflows and task filters from upper-level projects.

4. In a lot of companies security and access control are the top priorities. TrackStudio has a unique security subsystem designed so that a project manager of a given project remains unaware of the existence of other projects, their users, workflows, user groups or custom fields, while at the same time enjoying the unlimited possibilities of setting his or her own project options. All this is done with only a few mouse clicks.



TrackStudio allows you to reduce the maintenance cost of managing a large number of projects along with lowering security risks.

5. We realize that in a worldwide business it is crucial for the issue management system to support localization, internationalization, various character encoding and time zones. We understand that supporting various browsers, operating systems, application servers and databases is also important. Each TrackStudio release is tested on five operational systems, seven DBMSs, seven application servers and two major browsers.



TrackStudio is what makes maintaining your business worldwide possible.

TrackStudio Enterprise Pricing

Global License

- allows you to install TrackStudio Enterprise on any number of computers belonging to your organization
- the number of users and projects is unlimited
- includes support & upgrades for one year
- includes the **full source code**, which can be used to integrate the program with other applications and to enhance the system functionality.
- e-mail, Yahoo! Messenger or web forum support, you will get answers to your questions within one business day.

$1000

Annual Support & Upgrades Package

When you purchase TrackStudio Enterprise you get an annual support & upgrades package automatically. The Annual Support & Upgrades Package also entitles you to receive free upgrades of the product beyond the first year after purchase.

$500

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