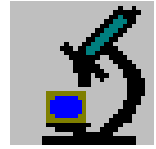




SmartTracker



SmartTracker is a user-friendly, general purpose tool for tracking and monitoring work flow. The items which can be tracked include defects in your products , bugs in your software, complaints related to your service, non-conformance to your quality process and change requests for your processes. As you know already, Change is the only constant thing. Smart tracker helps you and your organization to manage changes effectively.

Features

- Allows all the entities/processes to be tracked from start to finish
- A process can be divided in to number of process states
- Users involved in process flow are notified through e-mails
- Every process can be assigned a criticality, priority, type, functional area etc.

Report	Originator	Submit Date	Status	Resp. I...	Criticality	Priority	Category	Functional	Deas
100003	kiran	04/04/2001	C/A Compl...	sam	Major	4-High	Lack of pt...	Systems Div.	Evid
100004	kiran	04/04/2001	New Problem	shashi	Major	2-Low	Lack of pt...	Consult Div.	Prod
100005	kiran	10/04/2001	All Actions...	sam	Major	2-Low	Lack of pt...	Consult Div.	Cust
100006	kiran	16/04/2001	New Problem	sasha	Major	4-High	Process I...	Consult Div.	End
100007	kiran	20/04/2001	New Problem	pavan	Major	3-Avet...	Non-Comp...	Q.A.	FEP
100008	pavan	20/04/2001	New Problem	sam	Major	2-Low	Non-Comp...	Software ...	Soft
100009	cindy	14/05/2001	New Problem	shashi	Minor	3-Avet...	Process I...	Software ...	Help
100010	cindy	21/05/2001	New Problem	kiran	Major	4-High	Lack of pt...	Systems Div.	Test
100011	susan	25/05/2001	New Problem	kiran	Minor	3-Avet...	Non-Comp...	Company...	Test
100012	pavan	15/06/2001	P/A Compl...	sam	Minor	1-Lowest	Lack of pt...	Software ...	Filing
100013	pavan	22/08/2001	New Problem	...	Major	None	Lack of p...	...	Back

1. Description of the problem:
Tasks / Activities are not completed as per project plan / draft plan. The plans have not been reviewed even after the tasks are slipped.
Example:
Completion of SRS, FEP and Quality Plan tasks slipped, even drafts not sighted.

- Users involved in a process can change the status, depending on the progress towards completion
- Correctness of the process can be verified by dividing the process in to number of verification states

- Configurable e-mail notification
- Strong and flexible query; Query strings with AND OR NOT operators is possible
- A built in **Project Wizard** to create projects for all SmartWorks plugins
- Easy customization of user interface

Security Features

Deny project access to SmartWorks admin

Intruder alert to warn the Project Manager, of any non-team member trying to login to their project

Allow access to projects through some restricted IP addresses

Can lock a project completely

- Flexibility to create global projects makes all users in a company to access the project
- Capability to generate reports in both text and HTML formats
- Activity planning to close reports in timely manner
- Process of responding to requests is made faster by auto assign solver verifier feature
- File attachment feature to elaborate a report/problem
- Exporting data in XML format to facilitate porting the data to any other database in future
- Warning and reminder mails can be sent if the report is not closed in time
- Automatic mails sent to one who reports the problem, helps to know the progress towards the problem fix
- Policies can be set to SmartTracker projects to follow a defined path towards process completion

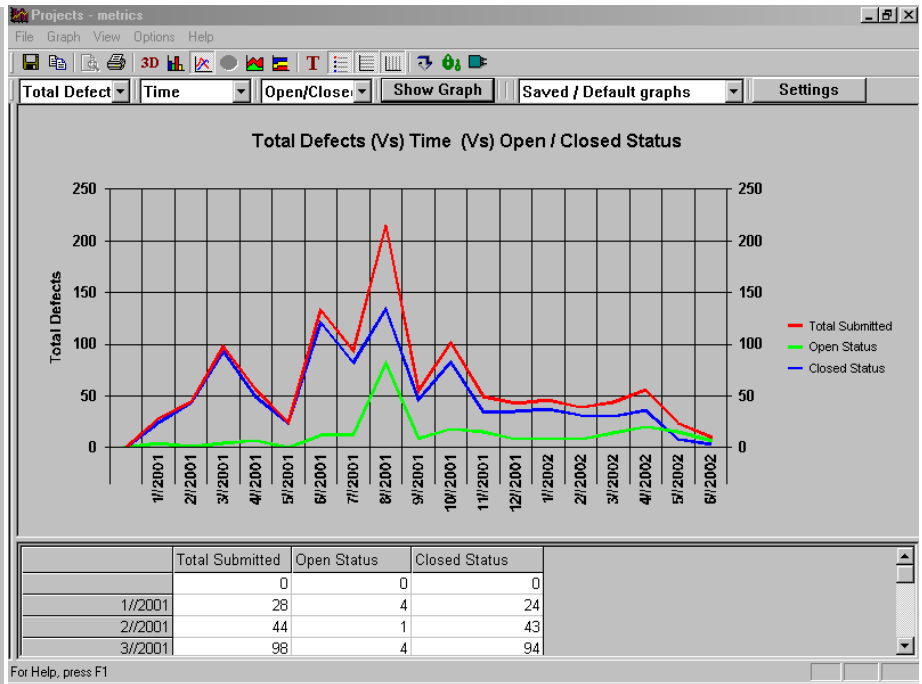
SmartTracker supports Graphs, which are ideal for Project Managers and leaders to get a bird-eye view of progress made in a project. Following parameters in a project can be graphically portrayed:

Response Time for reports in General

Response Time for reports for specific solvers

Average time to close reports in a project

A stability curve for a project based on number of open reports over a period of several days/weeks/months



Benefits

- Quick launch of other SmartWorks plugins is possible with SmartTracker
- Customization feature helps to follow your company's existing process and to improve productivity and to keep track of quality
- You can get relevant data/information by query option; advanced query strings can be saved for future use
- Quality related metrics can be gathered easily
- Customization feature helps you to have multiple projects with their own workflow
- SmartTracker gives different user status and user's access to project depending on the user's status. This feature helps to maintain hierarchy towards project details
- Managers and Leaders can keep tab of their project's pulse very easily
- History of reports can be viewed at a glance
- E-mail notification system makes sure that all the users of a project are kept informed and none of the process state change information go unnoticed

Resource Requirements		
	Server	Client
Hardware	IBM PC Compatibles, PA-RISC	IBM PC Compatibles
Operating Systems	Win 2000, HP-UX, RHL6.2	Windows XP/ Windows 7 and above
RAM	16 MB or more	16 MB or more
Hard Disk	Requires 100 MB or more	20 MB
Network Protocol	TCP/IP	TCP/IP

For more information, please contact:



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