

TrackStudio

Hierarchical Issue Tracking Software

The screenshot displays the TrackStudio web interface. On the left is a hierarchical tree structure under 'TrackStudio', including 'Task Management', 'Projects #1', 'Sample, Inc #2', 'Customer Support #5', 'Products #4', 'Xware #6 (4)', '1.0 #8 (2)', '1.5 #9 (3)', 'YTracker #7 (3)', and 'User Management'. The right pane shows the 'Overview' section for a task, with a breadcrumb path: 'Projects > Sample, Inc > Products > Xware > 1.5 #9'. Below the breadcrumb are tabs for 'Overview', 'Subtasks', 'Filters', and 'Task'. The 'Overview' section contains a text box explaining the filtering options. Below this are two dropdown menus: 'Using Filter' set to 'All' and 'Parameter' set to 'Default settings'. A 'Go' button is to the right. A table lists subtasks with columns for Name, Category, State, Submitter, Handler, and Select. The table contains three rows of data. Below the table are buttons for 'Cut', 'Copy', 'Recursively copy', and 'Delete'. At the bottom right of the table area, it says 'Subtasks: 3, Filtered Subtasks: 3'. The footer includes copyright information for TrackStudio, Ltd. and a response time of 80 msec.

Welcome, **Stuart Manske**

TrackStudio. [User Management](#) [Task Management](#) [Logout](#) #

Your effective statuses are [030 software developer]
Full Path: [Projects](#) [Sample, Inc](#) [Products](#) [Xware](#) [1.5 #9](#) [Perm Link]

[Overview](#) [Subtasks](#) [Filters](#) [Task](#)

Overview

Here you can view the list of subtasks of the current task. To change filtering conditions, displayed fields and sorting order, select another filter or change the selected one. You can use this page to temporarily modify the conditions of filtering tasks or sort order. To temporarily change the sort order, click the header of the corresponding column.

Using Filter:

Parameter:

Name	Category	State	Submitter	Handler	Select
<input checked="" type="checkbox"/> Finding an open file can be difficult	Software Bug	<input checked="" type="checkbox"/> 000 New	Stuart Manske	Bill Richardson	<input type="checkbox"/>
<input checked="" type="checkbox"/> Can't press button "OK"	Software Bug	<input checked="" type="checkbox"/> 001 Resolved	Jacob Miller	Jacob Miller	<input type="checkbox"/>
<input checked="" type="checkbox"/> System hung	Software Bug	<input checked="" type="checkbox"/> 000 New	Jacob Miller	Stuart Manske	<input type="checkbox"/>

Subtasks: 3, Filtered Subtasks: 3

Copyright © 2002-2005. TrackStudio, Ltd.
TrackStudio 3.1. Evaluation License (90-Day Trial) Purchase today!
If you need assistance with our products, please visit our [Support Forum](#).

Response time: 80 msec.

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 any organization. The wrong choice may not be obvious during the first few months, but it can lead to additional expenses in the long run, exceeding the original cost.

In order to manage complex tasks, you should divide them into simpler ones, and in their turn, break these simpler tasks into still smaller parts. But you cannot do this in most issue tracking systems: projects often cannot have subprojects, versions cannot have builds and tasks cannot have subtasks. Just imagine that the file system of your computer does not allow you to create a directory hierarchy and you have to create a long list of directories with names such as *office-word*, *office-excel*, *office-powerpoint*. The list would be cumbersome. Would you like to use a file system that does not allow you to search files in several directories at once?

With “flat” issue tracking systems, you should organize issues using special predefined issue folders (like project groups, projects, versions, modules or components) which are stored in different tables and created using different user interfaces. Would you like to use a file system of your computer that makes you save all your executables to special *bin-rectory* with the name *bin*, and all your documentation to *doc-rectory* with the name *doc* instead of creating ordinary subdirectories like *bin* and *doc*?

Within even the smallest project it is often necessary to track various types of issues, such as bugs, documentation changes, and support requests. These issue types may use 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 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. Often such systems have no facilities to copy users, user groups, filters, and reports between instances, making it difficult to have multiple instances in sync. 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.

The vendor of one well-known issue tracking system quote their customer who writes that it takes 60 instances of the issue tracking system to manage 200 users and 20 projects. In that situation 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 5 instances of their own system to manage about 30 projects.

As a result, the overwhelming majority of “flat” systems allow you to conduct the effective management of 10-15 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 all the above-mentioned problems. 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 ineffective “flat” systems.

TrackStudio Enterprise

Systems Supported

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

Database Server

- ORACLE
- IBM DB2
- MS SQL Server
- Firebird
- PostgreSQL
- HypersonicSQL

Application Server

- BEA Weblogic
- IBM WebSphere
- Sun ONE Application Server
- Apache Tomcat
- JBoss
- Jetty
- Macromedia JRun
- Caucho Resin

Web Browser

- Microsoft Internet Explorer
- Mozilla
- Netscape
- Firefox

SCM

- CVS
- CVS NT
- Subversion

IDE

- IntelliJ IDEA
- Borland JBuilder
- Eclipse

Benefits

TrackStudio is a generic issue tracking system designed to manage large numbers of tasks such as issues, problems, change requests, and so on. The following key benefits explain the advantage TrackStudio has over its 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. Most issue tracking systems, including bug tracking and helpdesk systems, only provide "categorization" of tasks in the database.



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 is required. Issue tracking software often lacks this feature, and does not allow the successful experience of using the system in one department to flow into the whole organization. It is also nearly impossible to manage a simple list consisting of 500 or more staff and customers with user-management techniques of most systems.



TrackStudio supports an Organizational Breakdown Structure and gives companies the ability to effectively manage large groups of users, both staff and customers.

3. In a company carrying out a number of projects, large and small, the needs of the various projects can often be subtly different. There are very few systems that support that full project-specific customization of the issue-tracking process. TrackStudio is capable of creating custom fields, item filters, workflows or e-mail notification rules for particular project groups, projects or even issue definitions.



TrackStudio allows companies to maintain unified project management standards, while taking into account the peculiarities of individual projects at the same time.

TrackStudio allows inheritance of project structures, including workflow definitions, and provides the ability to customize them to suit the particular needs of individual teams and departments.

4. In most companies these days, security and access control are given the top priority. TrackStudio has a unique security subsystem which is 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 has the unlimited possibilities of setting his or her own project options.



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 an 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, six DBMSs, eight application servers and four 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
- e-mail, Yahoo! Messenger or web forum support, you will get answers to your questions within one business day.

with source code - \$2750
without source code - \$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.

\$300

TrackStudio Headquarter

Petra Alexeeva 8-52, Smolensk,

Russia Federation, 214036

+7-910-787-16-98 (GMT +3)

E-mail: support@trackstudio.com

Web: www.trackstudio.com