

Serena® TeamTrack® is a web-architected, secure and highly configurable process and issue management system. It creates a clear process throughout the application lifecycle — from initial request to post-delivery customer support activities.



PROCESS CREATES SUCCESS. Accelerate it with TeamTrack.

Serena® TeamTrack® is an integrated, automated issue and process management solution that helps users manage processes from request submission through implementation. TeamTrack automates lifecycle processes to enhance group communication and collaboration, as well as to improve overall enterprise efficiency and meet business objectives.

Used by thousands of companies across the world, Serena TeamTrack is a powerful solution for a broad range of business needs. TeamTrack helps you track and manage defects and issues across all phases of the software development lifecycle. You can also create customized solutions for a broader range of IT needs, including incident management, request management and business process management.

- **Repeatable, enforceable, auditable processes**
- **Improved information flow and collaboration**
- **Quick deployment; platform independent and no client software to install**
- **Simple, flexible implementation and on-the-fly course correction**

"We're in the process of developing and deploying the help desk workflow, which ultimately everyone in the company will be able to use. From a Sarbanes-Oxley perspective, it provides the audit mechanism that was lacking because we now have complete tracking throughout the help desk lifecycle."

— Brian Shelden, Director of Information Technology, Robert Mondavi

CREATE A CLEAR PATH TO SUCCESS EVERY TIME

Serena TeamTrack isn't about tying your organization down to a foreign, inflexible system of rules and regulations. With TeamTrack, you decide how to run your business, and TeamTrack makes it happen. TeamTrack works the way you work, capturing your own Best Practices and transforming them into systematic, enforceable processes that you can repeat again and again.

Stay on top of the issues that matter to you

As a TeamTrack user, you get access to exactly the information you need through a role-based dashboard interface. Each issue or project you are involved in gets its own home page with in-depth views of every stage of a project or task, as well as extensive reporting features.

You can use the dashboard to submit issues, search for answers and keep track of the projects and issues you are responsible for without wading through line after line of irrelevant data. Automatic email notifications keep projects on track so the right person knows what to do, and when to do it.

Facilitate global business operations and distributed application development

While many products are merely web-enabled, Serena TeamTrack is built for the web from the ground up to take full advantage of today's interconnected corporate environment. There is no client-side software to install or maintain.

TeamTrack provides a central point of access from the web browser for users who can submit, receive or manage requests, and view project status or the high-level dashboard overview, anywhere, any time. Firewalls and password authentication make it possible to enable secure, direct information sharing with co-workers, partners and other stakeholders around the world.

Fuse change management with process management

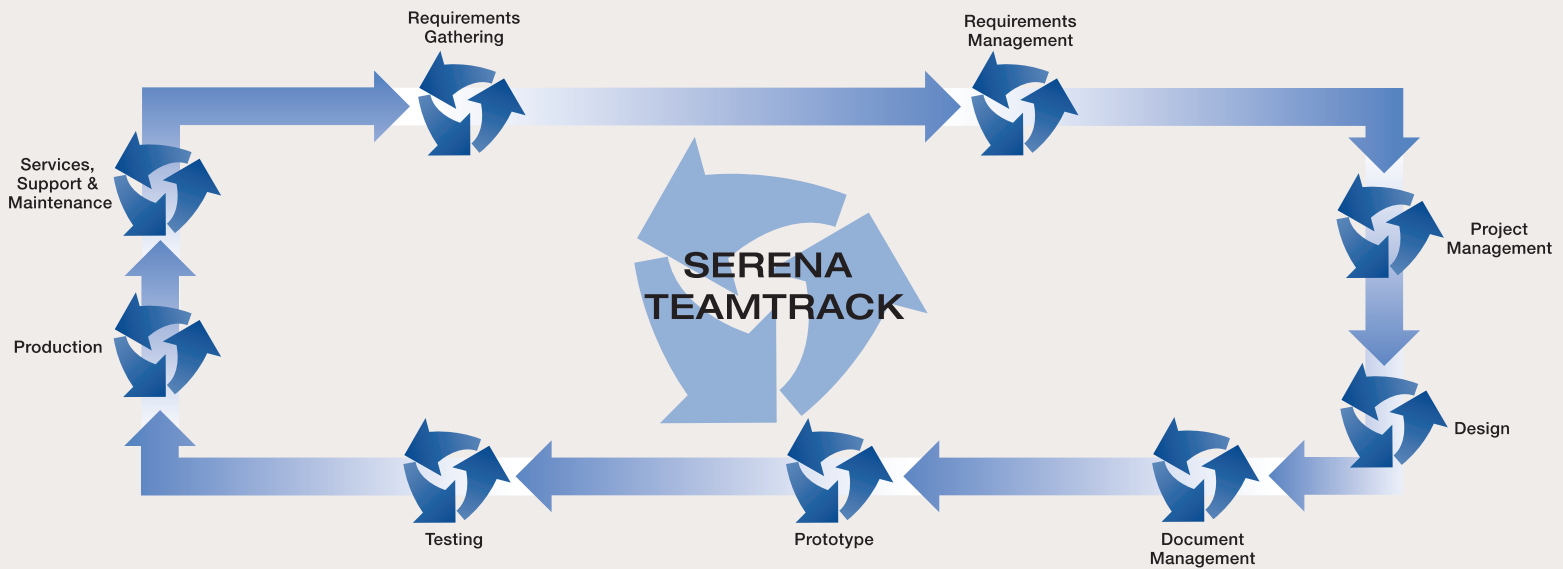
Serena TeamTrack works hand-in-hand with Serena ChangeMan products, fusing defect tracking and issue management with change management. Using these products together, developers can access their change management tool through a web browser and associate software changes with TeamTrack processes. By combining TeamTrack with ChangeMan, employees work within the tool of their preference, but you maintain control over the entire process – complete with audit trails, notifications, and full version management.

Your organization can also use TeamTrack to extend the value of the tools and technologies your enterprise has already come to depend on, including IBM Eclipse, Mercury TestDirector, Microsoft Visual SourceSafe and SAP R/3. TeamTrack is platform-agnostic and can bring together users who work on Windows, UNIX and mainframe machines.

Handle one project or thousands

Businesses of all sizes use Serena TeamTrack, from small startups to industry giants. Built to work with industry-standard database technologies, TeamTrack supports any level of expansion and scales easily to handle thousands of users and projects.

TeamTrack is designed so that components can be on a single server or separate servers, improving performance and flexibility. TeamTrack web server components can take advantage of multi-processor systems, and can be configured for virtually limitless expansion. These capabilities enable TeamTrack can grow as you grow, expanding to other areas within your enterprise as new needs are discovered.



Improve ROI across the entire value chain.

Serena TeamTrack can automate and control high-level processes and everyday workflow for developers and managers alike. In fact, TeamTrack can extend to any process or function in your organization, raising productivity and awareness and ensuring best practices for every member of the team.

Business Managers

TeamTrack accelerates the decision-making process by converting raw data into valuable business intelligence. Real-time reporting features provide up-to-the-minute and historical data that you can harness for performance analysis, process improvement and agile course corrections. TeamTrack is fully configurable, so you can create workflows, user relationships, authorizations and reporting processes that work the way you work, ensuring that the process of managing issues becomes a streamlined part of a more productive workday.

Project Managers

With TeamTrack, your project managers can concentrate on the priorities that are relevant today, not yesterday. TeamTrack delivers up-to-the-minute information on time-sensitive issues, such as the number of outstanding critical bugs and time needed to fix them. Project managers can use the browser-based Management Dashboard to view all the projects they own, as well as the assigned workloads for all engineers across all projects. These features give your project managers the insight and visibility they need to ensure effective and efficient project completion.

Developers and Quality Assurance Engineers

Serena TeamTrack improves the productivity of your development and quality assurance teams by keeping them focused on what they do best—writing and fixing code. Using the Management Dashboard, developers and QA engineering can view work requests for their specific area of responsibility and accept assignments based on priority. TeamTrack supports native access from any IDE, which means that your developers can use the coding tools that work best for them. When combined with Serena ChangeMan, TeamTrack can associate software code changes with defect tracking and feature requests, giving your developers the power to create software solutions that speak directly to the needs of your user base.

SERENA – Managing Change throughout IT

Serena Software has developed a unique approach to managing change throughout IT – what we call the Serena Application Framework for Enterprises, or SAFE™. SAFE was developed with the realization that process-to-process integration would give our customers an invaluable operational advantage. Serena solutions work in tandem, regardless of whether they're separated by an operating system or an ocean. Serena is proud to offer the most complete set of integrated products available. Our industry-leading software families include:

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CHANGEMAN™
Application Lifecycle Automation

The core of the Serena Application Lifecycle Management solution set, Serena® ChangeMan® products automate the entire application lifecycle process across all development environments making software alterations more streamlined and efficient.

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COLLAGE™
Web Content Management

Serena® Collage® makes it easy to gain control of existing websites. Collage enables organizations to quickly and cost-effectively manage web content and automate change across all their websites.

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RTM™
Requirements Management

Serena® RTM™ captures all business requirements, allowing you to manage ongoing changes and their associated relationships across your entire project team.

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STARTOOL™
Programming Tool Set

Serena® StarTool® keeps mainframe developers moving quickly, accurately and efficiently while spanning every phase of z/OS application testing, implementation and problem analysis.

Learn more about the enterprise-wide power of Serena TeamTrack by visiting www.serena.com or contacting one of our sales representatives in your area www.serena.com/ContactUs

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