



# PROCESS CREATES SUCCESS

Accelerate it with Serena® TeamTrack®



# SERENA® TEAMTRACK®

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.



Thousands of companies around the world are using TeamTrack to manage processes across organizational silos and drive the highest levels of efficiency. With TeamTrack, you can control and automate any business process, manage issues throughout the lifecycle of your IT projects, and facilitate collaboration among all stakeholders across your enterprise and beyond.

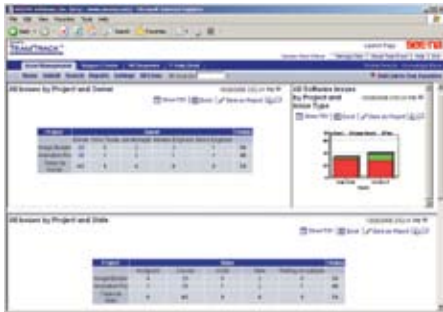
- Create repeatable, enforceable, auditable processes
- Improve information flow and collaboration
- Implement consistent process management practices across enterprise silos ensuring that work is coordinated efficiently and effectively
- Evaluate process efficiency in order to optimize processes over time
- Gain visibility into quality metrics and insightful information
- Enforce best practices, standards, and compliance
- Deploy quickly: TeamTrack is platform independent with no client software to install

“Serena TeamTrack has been a superb tool for managing and automating our business processes. It is flexible and adaptable to our business as it changes, and it has made it very easy for us to convert raw data into information we can use to make profound business decisions.”

—Brent Housenga, Quality Assurance Manager, Siemens Transportation Systems.

## 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.



*With TeamTrack's dashboard interface, managers can easily chart team progress, identify trends, spot bottlenecks, generate reports, and keep projects on schedule.*

### 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 Change Governance solutions for Application Lifecycle Management (ALM), 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 Serena Change Governance solutions for ALM, 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 to 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. The list of business processes TeamTrack can streamline, automate, and enforce is endless, including:

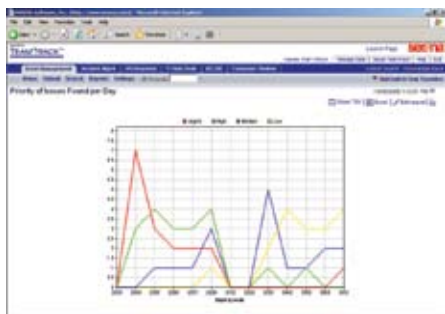
- Issue & Defect Tracking
- ITIL-based Processes
- Change Request Tracking
- Incident Management
- IT Infrastructure Change Requests
- Quality Initiatives such as CMMi and Six Sigma
- Sarbanes-Oxley Compliance
- Corrective Action Procedures
- Unified Request Management
- New Hire Procedures

## BUSINESS MANAGERS

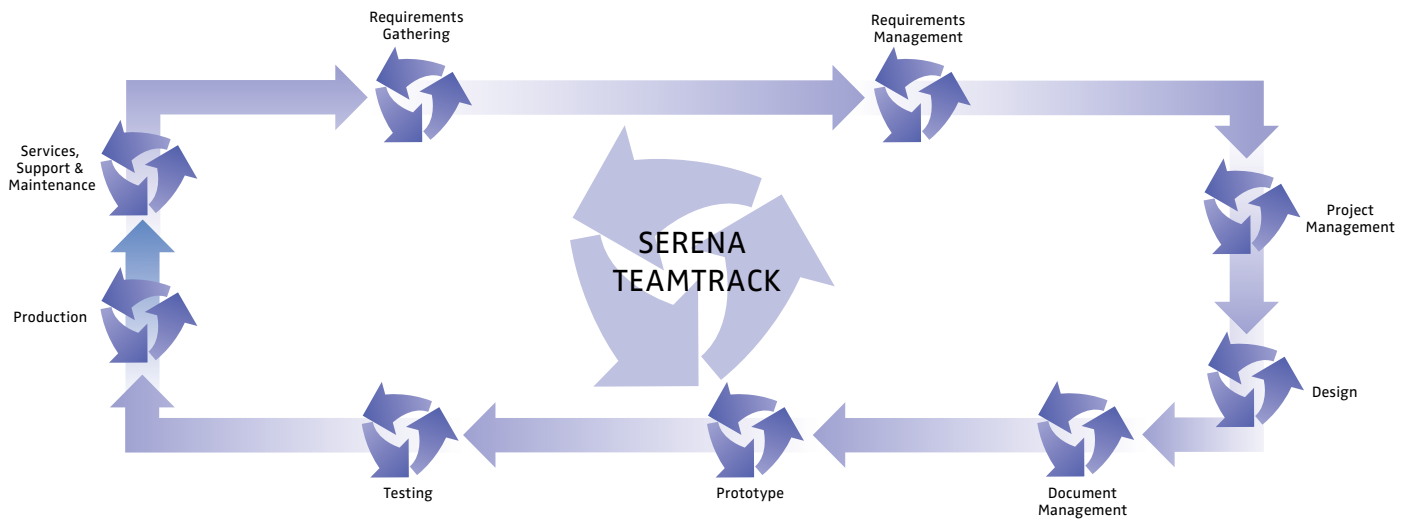
TeamTrack accelerates the decision-making process by converting raw data into valuable business intelligence. Real-time reporting features provide up-to-the-minute and historical data that you can harness for performance analysis, process improvement and agile course corrections. TeamTrack is fully configurable, 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.



*Historical and real-time reports provide in-depth views of every stage of a project or task, and give users the insight and visibility they need to ensure efficient project completion.*



*TeamTrack orchestrates processes across functional disciplines and business units, ensuring that tasks are efficiently routed to the right people at the right time.*

#### **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 Change Governance solutions for ALM, 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—THE LEADER IN CHANGE GOVERNANCE™**

Serena helps companies transform change into a strategic business advantage. Our Change Governance solutions help organizations solve the problems—and leverage the opportunities—created by internal and external change events. Companies that rely on traditional change management approaches face high costs, poor quality, and excessive risk. Change Governance moves beyond change management with an enterprise-wide approach that better meets today’s business and marketplace conditions—regulatory demands, enterprise complexity, and constrained resources. Serena Change Governance solutions remove the risks of change and yield significant benefits, including more efficient business practices, increased profitability, competitive advantages, and more.

Serena is proud to offer the most complete set of integrated Change Governance solutions available. With core products in Application Lifecycle Management (ALM), Operations Process Management (OPM), and Project and Portfolio Management (PPM), as well as services expertise in Information Technology Infrastructure Library (ITIL) best practices, Serena is uniquely positioned to deliver on the Change Governance promise.



#### SERENA ALM SOLUTIONS:

- Serena® Dimensions™
- Serena Dimensions™ RM
- Serena Dimensions™ CM
- Serena Composer™
- Serena ChangeMan® ZMF
- Serena PVCS® Version Manager
- Serena PVCS® Professional Suite
- Serena Mover™
- Serena Builder™

#### SERENA OPM SOLUTIONS:

- Serena TeamTrack®
- Serena Collage®

#### SERENA PPM SOLUTIONS:

- Serena Mariner®

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#### ABOUT SERENA

Serena Software, the Change Governance™ leader, helps more than 15,000 organizations around the world—including 96 of the Fortune 100 and 90 of the Global 100—turn change into a business advantage. Serena is headquartered in San Mateo, California, and has offices throughout the U.S., Europe, and Asia Pacific.

#### CONTACT

Learn more about the enterprise-wide power of Serena TeamTrack by visiting [www.serena.com](http://www.serena.com) or contacting one of our sales representatives in your area.

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