Merant Tracker™ from the makers of PVC S®

Automated Control of Changes and Issues
Merant Tracker is the automated way to capture, track, and manage the status of defects, changes, and issues raised in team development. Used at thousands of sites worldwide, Tracker keeps team members coordinated and communicating at every step, managing issues and changes from emergence to resolution.

Rich notification rules and the ability to organize and handle multiple issue types - including workflow with parent/child relationships - assure that Tracker is more than an email history of development assignments. Tracker actually lets you analyze issue dependencies, see progress, spot issue trends and more effectively assign team resources to defect resolution.

Tracker's unique TrackerLink™ integration capability delivers issue and change management that works the way your distributed teams work - within their native development environments, via the web or through a powerful, full-featured native desktop client. Tracker also integrates with popular source control tools, including Merant Version Manager™ and Microsoft Visual SourceSafe. Fully scalable across teams small and large, Tracker frees developers from mundane, manual tracking so they can concentrate on coding.

Powerful metrics and flexible reporting provide insight into issues and their resolution, while assuring that ownerships, handoffs, and approvals related to resolution do not fall through the cracks. The results are delivery of higher quality software, faster time to market and improved team processes.

Tracker can be rapidly implemented and is easy to use, ensuring that a software development team can quickly see a return on investment. An intuitive graphical user interface, plus access from the web, desktop or IDE, ensure access to any user from any location.

Benefits Across the Team

Project Managers
Project managers can use Tracker to manage activities, prioritize and assign tasks to team members, and at any time check the status of the project. Conditional, filtered queries and web-based reporting provide instant insight into the status of development issues. You can see where the bottlenecks are, what the rate of defects is, and the time it takes to resolve them. Workloads and response rates of individual team members can be seen quickly, to better distribute tasks and manage workflow.

With Tracker’s ability to manage multiple types of issues, project managers can now track feature requests, defect reports, enhancements and any general project issues all within a single project. Relationships between different issues can be created and tracked. For example, a defect could be related to the original feature request, via a standard parent-child relationship.

Change requests and bug reports managed with Tracker can be linked with development files managed by Merant Version Manager, providing a traceable and complete set of dependent information including affected code, issues, changes, responsibilities and status.

Defined dependent and transition fields assure that managers don't have to wade through data but can focus on the appropriate choices for their role. They can view, approve, or change the state of any issue.

Customized reports are posted and viewed via HTML so that all of management can see progress, with no training or access to the Tracker database or system itself. Additionally, the Report Assistant simplifies integration with most open third-party reporting tools.

Developers
Tracker provides the software developer a system for managing assigned tasks and actions. Developers do not have to remember who is doing what to which code
Why Issue Management Matters

One of the most critical aspects of any size development project is the ability to track the issues and changes relative to it. There are efficiency costs, opportunity costs and quality costs associated with having a successfully coordinated issue management solution.

As organizations grow and team projects become increasingly complex, both managers and team players need an automated way to centrally track and manage development issues, capture and communicate status to everyone involved, and enable real-time reports on project status.

Automated issue tracking makes sure that development teams are spending their valuable time creating results that benefit the business bottom line, not manually or otherwise inefficiently attempting to track the who, what, when, where and how of project changes.

Automated issue and change management vastly increases the ability to prioritize and optimize the coordinated efforts of your development teams. Automating and documenting the manual process of defect and issue tracking ensures that issues, whether large or small, never fall through the cracks.

module – it's done for them. Tracker assigns the task and records progress, dependencies (including parent/child relationships of issues) and ownerships, relieving them of the tedious task of manually tracking and managing issues.

Developers are freed to concentrate on the code. They can stay within an environment that they are trained on, including all popular IDEs and development environments, a rich desktop application or a standard web client. Developers are notified about issues to be worked on, they can associate any work that they have done with the issue assigned to them, and they can create a fully traceable audit log. Developers are automatically notified of updates as they occur, and this notification is then automatically communicated to other members of the development team, based on your chosen workflow and project structure.

Build Managers

Build managers are kept up to speed on the latest changes and bug fixes as code is developed and refined. As part of the project team, they are always kept in the loop with Tracker and can view the full history and progress of any issue affecting a build. They can even use Tracker to manage the communication for build issues, progress, and status within the project team. By tracking successful and unsuccessful builds within Tracker, they can historically record issues which can be reviewed to prevent future issues.

When teams implement Tracker via the complete Merant Professional suite, build managers also reap the benefits of Merant Build, leveraging Openmake™ technology from Catalyst Systems, to assure reliable and automated build processes that help speed project timelines.

QA and Test Managers

Tracker’s ability to automate the tedious and often manual process of recording, tracking and closing defects and issues fulfills the quality assurance (QA) manager’s long-standing need to simplify the defect and issue resolution process. No longer is an issue lost in the handoff from QA to development. Tracker manages the process of assigning and prioritizing the defects or issues, tracking the progress of the issue to resolution, recording along the way who did what, and when. Tracker’s query and reporting capabilities allow the QA manager to assess where the project is at any time, and allows for a quicker audit of the history of a development project.

Team members in quality assurance and testing can use any of their preferred Tracker interfaces to check on the status of issues, update these issues and view reports. Lists of valid field choices and automatic notification, based on changes to these fields, ensure that issues are always completed.

Any User – Technical or Not

Tracker can manage and report on any kind of development or project issue and its progress to resolution, not just code changes and bug fixes. End users can have a fully customizable “submit and update” interface. They will be able to see the status of their requests and can be notified when their issue is closed, without the clutter of extraneous information.

Tracker supports multiple issue types within a single project, allowing teams to track defects, enhancements, requirements, tasks, and project issues all within a central project repository. In addition, relationships between these issue types, including duplicate and information relationships, can be created and managed within and across projects. These capabilities can be leveraged by any team – not just software developers – within a
business. In fact, any team that needs to manage issues of any kind, project dependencies in real-time, and requires interfaces for non-development personas can use Tracker to create new project efficiencies and boost individual productivity.

**PRODUCT FEATURES AT A GLANCE**

**Supports Distributed Teams**

Teams can define priorities, assign ownerships, manage hand-offs and track issues from emergence to resolution, no matter how large or distributed the team, where members are located or how diverse the roles. Flexible Submit and Update screens let you tailor Tracker for any kind of team, task or responsibility. And, using the web browser interface, team members around the world can access the Tracker database to initiate, manage and report on issues and change requests. Citrix technology and Microsoft secure tunneling extend Tracker to additional platforms and extend desktop functionality to remote team members. LDAP authorization simplifies network support of remote and distributed team members.

**Parent-Child Relationships and Workflow**

Tracker supports process-driven capabilities based on parent-child relationships. Parent-child relationships enable both spawning of new work tasks for subactivities, and the ability to relate these subactivities so that they must be completed before the parent item can be retired.

**Bug Scrub Meetings — Or More Time for Development?**

Do your team members each have a "To Do" list? Do they keep their list in a little notebook, or on dozens of scraps of paper, or keep a spreadsheet that constantly needs to be transposed and "saved as" within new spreadsheets every week? Probably there are regular team meetings wherein everyone tries to figure out who's doing what, and whether everyone's even working from the same baseline of issues, changes and status.

While all this is going on, no real work is being done.

Worse yet, managers get only a fuzzy, subjective interpretation of what is going on.

Teamwide, automated task management is the only way to coordinate everyone's tasks on their "To Do" lists. It is the only way to expose and impartially track all of the tasks people are working on and to facilitate communication, understanding and collaboration to stakeholders without the need for constant meetings.

And, for managers, centralized and automated task management can - at last - pull powerful reports from real-time data to support project decisions with facts, not intuition.

"Having critical information accessible to all via Tracker has helped us produce better products."

— Tom Maszk

Vice President of Development

Peachtree Software
Security
Sound security and reduced administration and maintenance costs are delivered through use of common authentication methods, including support for LDAP and single sign-on. Client-server architecture assures that issue archives are centrally managed and secured, while remaining accessible to authorized users worldwide.

COMPANION PRODUCTS
You can extend and enhance the power of Merant Tracker with companion products that support your project requirements.

• Merant Professional™ integrates Merant Version Manager, Merant Tracker and Merant Build into a complete, turnkey SCM solution
• Merant Version Manager organizes, manages and protects development assets during change
• Merant Build automates software builds across multiple platforms from a single point of control, saving you time and eliminating build errors
• Merant Mover™ automates deployment of development assets residing in Version Manager
• Merant Meritage™ allows teams to manage, collaborate and share Microsoft Office documents among the project team.

About Merant
Founded in 1976, Merant provides technology products and services that organize, protect and manage software development, enterprise digital assets and business processes. The company has built an unrivaled knowledgebase of change management best practices gained from successfully deploying thousands of solutions across a variety of industries worldwide. With more than 25 years of sound, stable business success as a foundation, Merant is one of the industry’s most trusted names.

Merant delivers the industry's most flexible and comprehensive enterprise change management solutions. Already in use at thousands of organizations across the globe, including the majority of the Fortune 100, Merant’s products and services dramatically enhance the productivity, quality and ROI of customers' technology initiatives by allowing them to quickly and cost-effectively track, manage and control modifications in business-critical information assets. For more information, please visit http://www.merant.com/

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