



## A solution to manage the resolution process

FIT | IssueTrack keeps an entire team aware, informed and focused on their immediate tasks at hand. Issue Management is an important process that must be adopted effectively to avoid miscommunication, unnecessary delays, and missed opportunities. It makes sure that your entire team is kept well informed and aware of deadlines.

**A Collaborative Tool:** Enhance communication and collaboration between team members and clients by providing a centralized repository and email notifications that will cut down on the need for excessive meetings.

**Web-Based Access:** IssueTrack offers a convenient, easy to use, web interface, which is available in real time from anywhere.

**Corporate Memory:** IssueTrack's centralized repository will keep a valuable history of issues and resolutions that can be accessed and referenced by all team members.

**Manage Projects:** Team members will be focused on tasks when executing an action plan, keeping deliverables and your team on target.

## Alcea IssueTrack: Overview

### The Resolution Process Maximizes Productivity

FIT facilitates a collaborative process, which maintains visible, prioritized and manageable issues. It will maximize productivity by ensuring continuous communication and forcing a team to focus on the most critical issues at hand. FIT delivers optimal workflow by maintaining proper ownership and keeping individuals aware of their most immediate responsibilities. Action Items can be grouped, reviewed and summarized instantly, at any time. This includes details, instructions, attachments and anything else that is needed to comprehend or reproduce a problem. A full history is always available for review, or to see how similar situations were resolved in the past.



### Web Based All In One Solution

You can access anytime, anywhere through your current browser. It can be configured to provide read-only access to public users, such as offsite clients, who need to be informed of task and issue status. Unlike other issue tracking systems, FIT includes an integrated web server and does not require a third party database.

### Custom Solutions

The FIT solution allows you to customize all of the templates that come with the system. You can apply your company logo and manipulate style sheets to develop your own look and feel. Alcea can always offer you custom solutions to meet your unique needs. Please contact us to find out more information.

### Hosted Solutions

Alcea can get you started immediately with a hosted solution where everything is completely looked after. Your system is housed in a secure remote location, which is accessible from anywhere. We look after hardware, installation, backups and upgrades. Our team is always available to answer questions and can even help configure the system to meet your needs.

### 30-Day Money Back Guarantee

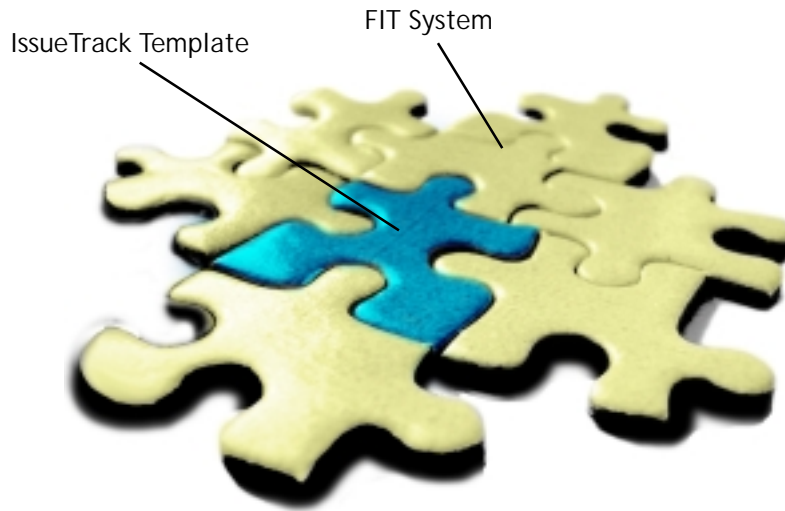
FIT is backed by a 100% money back guarantee. If you are not completely satisfied with our product after 30 days, we will refund your money.

### 5 Minute Installation

FIT is one of the fastest installing software applications of its kind. You can also start using FIT immediately because the system incorporates its own web server and database, meaning there is no need to install or maintain any extra systems.

### Fully Supported

Our support team is here to answer your questions, no matter how simple or complex. Plus, ongoing product upgrades ensure premium service.



## FIT Issue Resolution Software

FIT is the core system that powers templates designed for particular industry solutions.

### Widely Accepted

Our clients tell us that they use our system because it is easy to install and use, dependable and is the best value available on the market today. The FIT system has been deployed to hundreds of sites around the globe, including IBM, Apple, Sun Microsystems, US Navy and Deloitte & Touche.

### Compatible and Flexible

FIT is a web-based system that works on any server. It can be accessed through any browser and emails can be received through any email client. Projects can be set up to allow external clients to view only the items related to them.

### Expandible

The SOAP Web Service interface provides a means to programmatically query, create and update items within the system.

## FEATURE LIST

### Overview

Install the server on a single computer and it immediately becomes available to any computer connected to the internet, without installing any additional software

Easy to install, configure and use! Our demo is up and running in 5 minutes!

Maintenance, administration and support simple and straightforward

Can handle hundreds of users and tens of thousands of item entries

Platform independent, so it can be installed on Windows, Linux, Solaris, Mac and others

Supports an unlimited number of concurrent users. No need to worry about corrupted data, or user restrictions.

### Web-Based Platform

Available through any browser, including IE3+, Netscape 3+, Mozilla, Opera, Lynx and others

No need to install any client software. Javascript and ActiveX are not required

FIT works through proxy servers and firewalls, allowing you to access your database from the office or across the Internet

Workflow can be left unrestricted, allowing you to assign and prioritize as required. This can increase team acceptance

### Email Notification

Instant notification when a bug is assigned or re-assigned to a user

Generate filter criteria allowing users to receive notification when defect enters any state

Email can be Html or Plaintext

Works with Exchange, Outlook, POP, IMAP, Netscape, Mozilla, Eudora, Lotus and others

### Data Storage

FIT default flat file system is immediately available with no database maintenance necessary. Simply use your existing file system to store your data and create backups as you would with any other application on your computer

### Security

Create separate groups to restrict project and user views as required

Designed from the ground up to be secure - no cookies or javascript required  
SOAP interface for an API to the system

## SYSTEM REQUIREMENTS

The system requirements for FIT are minimal :

### **Minimum Hardware requirements:**

Any machine capable of running a Java 1.1.8 VM

10M HD space

128 MB RAM

### **Recommended:**

10M HD space plus 10M HD space per 1000 issues

256 MB RAM

### **Platforms:**

Windows (95, 98, ME, 2000, XP, XP Pro)

Mac OSX

Linux - (requires Java Virtual Machine 1.18 or greater)

Solaris - (requires Java Virtual Machine 1.18 or greater)

Other - (will run on any other platform that also has Java Virtual Machine 1.18 or greater)

This product is a web application that is simply run from the users web browser.

### **Supported Browsers**

Microsoft Internet Explorer 5.5 (or higher)

Netscape 7.1 (or higher)

Firefox 1.0 (or higher)

Mozilla 1.7 (or higher)

Safari 1.2.2 (or higher)



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