



Tracker

PREDICTABLE SOFTWARE AND PROFESSIONAL CUSTOMER SERVICE

Software quality, project predictability, and superior customer service require efficient processes backed by effective, integrated tools. Tracker provides an intuitive toolset for collaboration and management across your functional teams and with your clients.

- Task Tracking – The best task tool available for software project and release management. Provides effective and efficient collaboration between cross-functional project teams (Software Developers, QA, Product Marketing, IT Professionals, Consultants, and Technical Support)
- Call Tracking – Integrated, secure client call tracking for your Technical Support/Call Center team
- Customer Portal – Client-specific, secure access to Call status, Frequently Asked Questions (FAQs), and a secure Download area for your clients

Tracker has been proven to enable organizations to produce better software, faster, with fewer developers and more predictability. Tracker facilitates communication and collaboration, allowing the entire company to be in harmony regarding expectations, commitments, software releases, and client communications.

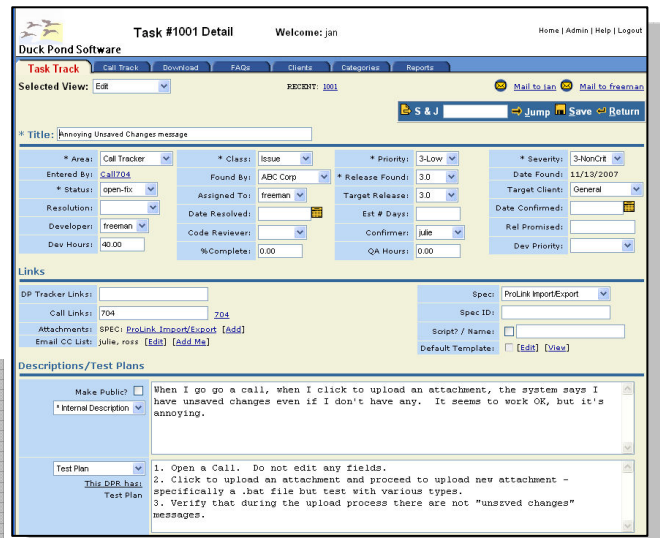
• Effective for any Software Development Methodology: Waterfall, Agile, Extreme or combination

Regardless of methodology, Tracker is an effective tool for improving software predictability, traceability, management, and tracking.

Plus, developers love Tracker's fast and intuitive user interface, so it quickly becomes an integral part of the development process.

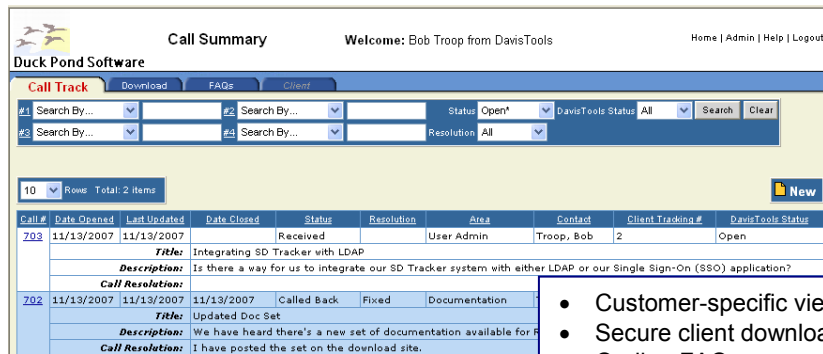
As a result, the product is **on-time, high quality, and matches requirements.**

- Workflow, alerts and email notifications
- Cross-functional visibility
- Collaboration
- Time estimate tracking
- Release date estimation



• Call Center / Customer Portal for your Clients

Capture customer feedback, issues, and requests 24 hours a day, 365 days a year.



- Customer-specific views
- Secure client download area
- On-line FAQs
- Configurable email/paging options for Tech Support
- History / logging for GAAP reporting and SOX

Tracker from Duck Pond Software

Facilitate improved **collaboration** and **communication** throughout your company

Improve software **quality** and **predictability**

Provide convenient **on-line Call Tracking, FAQs and downloads** for your customers

Access history logs for **GAAP revenue recognition** and **SOX reporting**

Tracker:

- Web-Based
- Intuitive
- Responsive
- Secure
- Reliable

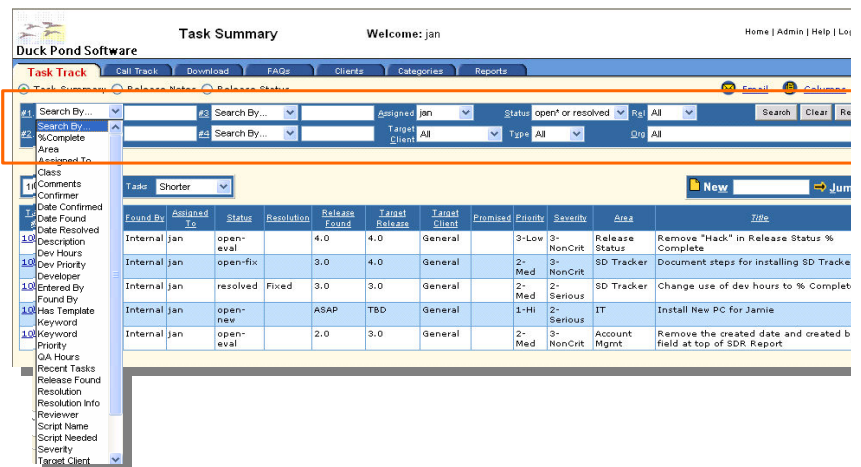
SECURE, PROFESSIONAL, CLIENT-ACCEPTED

Tracker's Call Tracking module provides the features and functionality you need to communicate professionally with your client base. Client surveys rate Tracker's Call Tracking as more intuitive, friendly, and effective than competitor's software or custom-built customer portals.

- Customer-specific views allows client users to enter, view and track the status of their Calls
- Clients can add their own tracking number and call statuses to facilitate better communication and management
- The Download Feature lets clients access the software and/or documentation specific for them
- Download Logging maintains download record for GAAP Revenue Recognition
- The Frequently Asked Question (FAQs) feature facilitates client self-service
- Internal and External comments allow your Technical Support team to collaborate privately and/or to share information with the client

INFORMATION AT YOUR FINGERTIPS

Powerful QuickSearch selectors on summary screens let users find the information they need quickly and efficiently. Users can configure summary screen columns, save their most-used selections as "Shortcuts", and easily email a copy of the data via HTML or spreadsheet.



The screenshot displays the 'Task Summary' interface of Duck Pond Software. At the top, there are navigation tabs for 'Task Track', 'Download', 'FAQs', 'Clients', 'Categories', and 'Reports'. Below these are search filters for 'Search By...', '%Complete', and 'Assigned To'. A table of tasks is shown with columns: Found By, Assigned To, Status, Resolution, Release Found, Target Release, Target Client, Promise, Priority, Severity, Area, and Title. The table contains four rows of task data.

Found By	Assigned To	Status	Resolution	Release Found	Target Release	Target Client	Promise	Priority	Severity	Area	Title
Internal	jan	open-eval		4.0	4.0	General		3-Low	3-NonCrit	Release Status	Remove "Hack" in Release Status % Complete
Internal	jan	open-fix		3.0	4.0	General		2-Med	3-NonCrit	SD Tracker	Document steps for installing SD Tracker
Internal	jan	resolved	Fixed	3.0	3.0	General		2-Med	2-Serious	SD Tracker	Change use of dev hours to % Complete
Internal	jan	open-new		ASAP	TBD	General		1-Hi	2-Serious	IT	Install New PC for Jamie
Internal	jan	open-eval		2.0	3.0	General		2-Med	3-NonCrit	Account Mgmt	Remove the created date and created b field at top of SDR Report

PROVEN TECHNOLOGY

The Tracker high-speed, reliable, secure framework was developed for enterprise applications used by 30,000 users worldwide for mission-critical business processing. Tracker provides the reliability, high-performance, and global features you'd expect from an enterprise app.

- Graphical Report Developers Kit to create and customize the reports you need
- User administration and ongoing management through user-friendly web-based screens
- System Administration features include robust session logging and convenient SQL Query database access
- Security features such as security violation email notification, on-line password management, and session timeout
- Configurable to meet your specific needs

ACCESS TRACKER WORLDWIDE, IN REAL-TIME – AT THE OFFICE, AT HOME, OFF SHORE

Tracker allows companies to manage software on a worldwide basis in real-time. By improving collaboration and team coordination via a secure, intuitive, web-based system, organizations have the ability to create global processes that can reliably implement effective software development policies. This enables companies to confidently provide extranet access to employees outside the corporate LAN or off shore and manage global development and support organizations.

DUCK POND SOFTWARE'S TRACKER: EFFECTIVE, RELIABLE, PROVEN !



Duck Pond Software

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