

SERENA® TEAMTRACK® HOSTING SOLUTIONS FROM ABS ASSOCIATES

“On Demand” process tracking is fast and cost-effective

In virtually every business, managing and tracking changes, issues, and workflow is a cornerstone of best practices.

Whether you are tracking development issues and milestones, high-level regulatory business processes, or simply the progress of a collaborative team of any kind, you gain a significant advantage when you automate the workflow and checkpoints across stakeholders and roles.

Serena TeamTrack is the award-winning process and issue management tool used by thousands of companies around the world, from small startups to industry giants. It enables you to control and automate business processes, manage changes and issues throughout the lifecycle of projects, and facilitate collaboration among stakeholders.

Because Serena TeamTrack is web-architected from the ground up, it is a secure, adaptable, efficient and highly configurable process and issue management solution. TeamTrack improves business efficiency and is key to providing the electronic audit trails required for many kinds of regulatory compliance.

UNIQUE SOLUTION FROM ABS

But not everyone has the time, budget, or IT staffing to natively host and manage Serena TeamTrack in-house. Even large organizations may desire more flexible, effective ways to obtain TeamTrack advantages, without the capital outlay or support overhead.

ABS Associates is the expert in hosted solutions for Serena TeamTrack. ABS provides and builds the required infrastructure, installs the Serena TeamTrack application and operating system, establishes and tests your company’s successful connectivity and access, and keeps the entire operation running smoothly.

The ABS host site for clients offers multiple redundant switches along with Department of Defense-level security to provide maximum security of data managed by the Serena software. With no IT requirements for hardware, configuration and maintenance, you are assured of rapid implementation and low-cost, hassle-free maintenance.

As a hosting provider for Serena TeamTrack, ABS simplifies your requirements by taking on the administration, management, architecture, hardware, and software required to continuously monitor and evaluate the application infrastructure.

By eliminating capital expenditures, ABS’ application hosting solutions allow businesses to significantly lower the upfront and on-going costs of their IT environment.

KEY FEATURES

SERENA TEAMTRACK

Streamline, automate, and enforce critical processes

- Ensure uniform, repeatable, traceable 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 information
- Enforce best practices, standards, and compliance

ABS ON-DEMAND HOSTING

Control costs, improve company focus, and increase end-user productivity

- Complete infrastructure setup, testing and support
- Secure data housing
- SAS 70 Certified, Sigma Six reliability, disaster protected, encrypted backups
- Round-the-clock management, monitoring, and maintenance of your TeamTrack solution and infrastructure
- Affordable monthly costs that can be expensed
- No upfront capital expenditure
- Freedom from IT requirements for hardware, configuration and maintenance

ABOUT SERENA

Serena is the leader in Application Lifecycle Management for distributed and mainframe systems. More than 15,000 organizations around the world, including 96 of the Fortune 100, rely on Serena software to automate the application development process and effectively manage their IT portfolios. For more information on Serena software and services, visit: www.serena.com

ABOUT ABS ASSOCIATES

ABS Associates, Inc. is a leading provider of outsourced helpdesk, desktop, managed hosting, and network support and services. For more than 20 years, ABS-certified support professionals have expertly delivered IT solutions, helping hundreds of companies control capital expenses and support costs, improve company focus, and increase end-user productivity. ABSHelp™, the company's web-enabled knowledge center, allows client firms from around the world to optimize information technology as it relates to their unique businesses.

CONTACT

Learn more about the power of Serena TeamTrack and ABS Associates hosting by visiting www.serena.com, www.abs-inc.com, or contacting one of our sales representatives in your area.

Serena Worldwide Headquarters

Serena Software, Inc.
Corporate Offices
2755 Campus Drive
Third Floor
San Mateo, California 94403-2538
United States

800.457.3736 T
650.522.6699 F
info@serena.com

Serena European Headquarters

Serena Software Europe Ltd.
Abbey View Everard Close
St. Albans
Hertfordshire AL1 2PS
United Kingdom

+44 (0)800.328.0243 T
+44 (0)1727.869.804 F
ukinfo@serena.com

Serena Asia Pacific Headquarters

Serena Software Pte Ltd
360 Orchard Road
#12-10
International Building
Singapore 238869

+65 6834.9880 T
+65 6836.3119 F
apinfo@serena.com

ABS Associates, Inc.

2100 Golf Road
Suite 110
Rolling Meadows, Illinois 60008

847.437.8700 T
847.437.1070 F
info@abs-inc.com



Copyright © 2007 Serena Software, Inc. All rights reserved. Serena, Dimensions, and TeamTrack are registered trademarks of Serena Software. All other product or company names are used for identification purposes only, and may be trademarks of their respective owners. Apr07