

# SERENA® TEAMTRACK®

## Automate any process

Change is the one constant in business. To remain competitive in today's rigorous business environment, companies must not only keep up with the high pace of change necessary to stay ahead of the competition, they must also reduce costs dramatically, not just once, but year after year. This means continually changing and improving the way business is done—the process improvement mandate. Ensuring streamlined, effective, and efficient processes is critical to the health of your enterprise, and a central capability of Serena's process management solution—Serena® TeamTrack®.

TeamTrack allows you to control and automate any business process, manage issues throughout the lifecycle of your projects, and facilitate collaboration among all stakeholders across your organization and beyond. TeamTrack ensures process enforcement throughout the application lifecycle with the lowest total cost of ownership of any fully configurable workflow management tool on the market today. A unique combination of a role-based user interface, out-of-the-box fully configurable accelerators, and always-on access from any web browser, make the implementation process fast and simple.

### WHY CHOOSE SERENA TEAMTRACK

**Accountability.** With TeamTrack, everyone on the team understands what needs to be done, who is responsible, and what to do next. Nothing falls through the cracks. This repeatability and predictability leads to on-time project delivery and effective use of resources.

**Faster route to value.** Whether it is issue and defect tracking, help desk, agile development, or any number of other workflows, TeamTrack offers Serena-developed process accelerators and community-donated templates to get you started on the most common workflows you'll need. You can use these as a starting point or visually build your own business processes to maximize the efficiency of your organization. Each TeamTrack accelerator contains pertinent fields, workflows, reports, tables, table relationships, scripts, triggers, templates, wizards, and processes specific to your industry.

**Easy administration.** TeamTrack's powerful workflow engine makes it easy to automate your processes across the enterprise. Its intuitive graphical process definition tool makes it easy to define, refine, and deploy even your most complex business processes. You can also manage users, assign privileges, specify events and notifications, and perform administrative tasks while TeamTrack is running. This means more uptime—and that translates into happy and effective users. Flexible web page layout, configurable field definitions, and drag-and-drop functionality make it easy to create self-documenting processes that guarantee repeatability.

**The information you need, when you need it.** With tabular, graphical, and exportable reporting capabilities, TeamTrack provides you with the kind of comprehensive business dashboard for your process that you could previously only dream about. You can set thresholds and view reports, making it easy to drill down from summaries to individual issues.



### SERENA® PVCS PROFESSIONAL SUITE CONSISTS OF THE FOLLOWING:

- Serena® TeamTrack®
- Serena® PVCS® Version Manager™
- Serena® Builder™

### COMPLEMENTARY SERENA PRODUCTS INCLUDE:

- Serena® Dimensions® Composer™
- Serena® Dimensions® RM
- Serena® Mover®
- Serena® Mariner™

### RELATED SERENA PRODUCTS:

- Serena® Dimensions® CM
- Serena® ChangeMan® ZMF

## SUPPORTED PLATFORMS

TeamTrack supports the following server platforms\*:

- Windows
- Red Hat Linux AS 4.0
- Solaris 9
- Solaris 10

\* Additional platforms may be added; please consult your Serena representative.

## BROWSERS

- IE 6.x and 7.0
- Mozilla 1.7.7
- Firefox 1.5 and 2.0
- Netscape v7.2 and 8.1
- Apple Safari 1.2 (on Macintosh)

## DATABASE

- Microsoft SQL Server 2000/2005
- IBM DB2 Universal Database v8.2
- Oracle v9.2.0.7 or 10g
- Sybase Adaptive Server Enterprise version 12.5.4
- Microsoft Access 2002

**Web-architected for ultimate flexibility and cost savings.** TeamTrack is a high-performance internet server application programming interface (ISAPI) compliant web application that keeps web data loads in server memory instead of continually reloading the data. This means TeamTrack runs faster and scales better to meet your usage profile.

**Configurable for the perfect solution.** You control how the overall TeamTrack application looks and feels, who has access to what, and even what different kinds of users can see. The end user has the ability to personalize their experience by creating their own home pages to organize the things they do most often, customize the way data is displayed to them, and even write their own reports. Users can create rules that notify them if particular kinds of events occur, without any kind of scripting needed.

**Scalable to any size of business.** TeamTrack is used by businesses of all sizes, from small startups to industry giants. It is designed to allow the database, web server, and notification server components to be installed on separate computers, thus improving performance. TeamTrack web server components are multithreaded to take advantage of multiprocessor systems, and can be configured in a load-balancing cluster for virtually limitless expansion.

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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.

### 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](mailto: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](mailto: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](mailto:apinfo@serena.com)

