

Soffront Software's TRACKWeb Defects Revolutionizes Complex Company Processes for AUTOVIA

Tight Global Communication and Complicated Scenario Support is Established

AUTOVIA is a "virtual counterman" which connects automotive distributors to their repair shop customers via the Internet and provides shops with faster access to inventory. The web-based service reduces distributor and repair shop ordering terminal overhead costs as well as the financial burden that support and training can have on a distributor's bottom line.

AUTOVIA's service utilizes a comprehensive electronic parts catalog and integrates directly into the wholesaler's business system. Repair shops are now in control of automating the traditional time consuming process of searching for and ordering parts and frees employees from laborious phone calls and stock checks.

Automated Solution for a Growing Company

AUTOVIA desired a customizable, web-based software application that would enable them to track defects and enhancements with minimal programming and quick implementation. AUTOVIA's rapid growth required dynamic, adaptable solutions and TRACKWeb Defects was the answer.

Effective, daily communication between the home office and AUTOVIA's offshore development teams was crucial. Tony Henderson, project manager, said, "TRACKWeb Defects proved to be a key component in establishing a tight level of communication with our development partners located half-way across the world."

AUTOVIA required the capability to track the build status of several thousand applications simultaneously. "In order to participate in AUTOVIA's 'Parts Buying Network,' a software integration must be performed with each new distributor that joins the network. No other software package offered a feasible solution to meet either our development time constraints or specific requirements," Henderson said. "TRACKWeb Defects allowed AUTOVIA to customize the interface to support their complicated scenarios within a reasonable amount of time."

AUTOVIA also had the difficult task of integrating distributor groups and maintaining ongoing communications between internal departments. "Initially, AUTOVIA encountered several complications which existed in the ongoing communications between internal departments. In this situation, several departments co-existed from a parts distributor integration group," Henderson said. "It was very difficult to integrate the completed task of each department in a timely manner. However, with the scripting function of TRACKWeb Defects, we were able to create a common interface to synchronize the completion of individual tasks from each department."

Choosing a Customizable Solution

Soffront Software, Inc. is a rapidly emerging leader in enterprise wide customer support management (CRM) applications. Founded in 1992, the company designs, manufactures, and markets TRACKWeb products including TRACKWeb Defects, TRACKWeb Help Desk, TRACKWeb Sales, TRACKWeb Knowledge Base, and TRACKWeb Rules. The TRACKWeb

family of products provides easy-to-use, enterprise-level applications designed to increase productivity, efficiency, and customer service for mission-critical business applications.

TRACKWeb Defects is one component of TRACKWeb CRM, which is a set of four tightly integrated components: defect tracking, help desk management, sales force automation and knowledge management. These fully web-based components can be used individually or as a completely integrated, turnkey, customer relationship management solution.

TRACKWeb Defects is an easy-to-use, fully customizable web-based software ideally designed for defect tracking, project management, code changes, test cycles, product releases, system configurations, and more. Its database provides a tool for organizations to rapidly enter a comprehensive record of a defect and to describe the defect's environment. Accurate, detailed records are kept throughout the entire process of fixing the defect.

Outstanding Features

TRACKWeb Defects is feature-rich and powerful, yet nimble enough for the web to offer a quick response time. Its innovative multi-threaded architecture provides for simultaneous processing of requests. Combined with intelligent server-side caching of frequently accessed database information, TRACKWeb Defects greatly out-performs its competition. To further enhance performance, TRACKWeb Defects only offers users those fields that are essential to perform the function at a certain juncture within the workflow stream. This makes TRACKWeb Defects very agile, even on slower Internet connections.

TRACKWeb Defects is offered with industry standard templates as an out-of-the-box solution or can be fully and easily customized by an internal IT staff -- end-to-end without programming. TRACKWeb Defects offers an intuitive user interface in conjunction with common Web navigation styles--virtually eliminating the product learning curve.

TRACKWeb: Proves Fast, Efficient, and Affordable for AUTOVIA

TRACKWeb has served as a very efficient platform for users entering data from AUTOVIA's world-wide locations. Henderson said, "There is virtually no wait for either record retrieval or submission even in our many locations across the world. All desired tools are located on one, easy-to-use, menu interface."

AUTOVIA's customers have remarked at the user-friendliness of TRACKWeb Defects. Henderson said he has received many supportive comments from end-users such as, "I am so pleased with how fast and efficiently I can retrieve the crucial information I require", "It is both easy to use and learn", and, "The queries are easy to create and the reports are very informative."

Soffront's TRACKWeb Defects provided AUTOVIA with all the information needed for tracking defects and managing various projects. TRACKWeb Defects also made sense for AUTOVIA financially. Henderson said, "Cost wise, TRACK products are very affordable when compared to the competition."

TRACKWeb Defects Solves Problems

AUTOVIA now has the ability to customize an application for the integration of a very complex, demanding series of processes. Henderson said, "Soffront's product offered the only feasible

solution for a highly customizable, web-based, data management solution without requiring a separate development team."

Further, Henderson said, "With Soffront's TRACKWeb products, AUTOVIA has been able to efficiently develop customized applications that have revolutionized the way that the company manages software builds, track defects and enhancements, and translates complex processes into comprehensive interfaces. I would highly recommend TRACKWeb Defects to any company that necessitates the organization of highly dynamic needs and complex processes. "

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