

CATENA NETWORKS CHOOSES SOFFRONT'S TRACKWeb PRODUCTS TO SATISFY MULTIPLE AND DIVERSE TRACKING NEEDS

Catena Networks was founded with a vision to create the "New Access Architecture for the Converged Public Network" and, in the process, make broadband access as ubiquitous as plain old telephone service (POTS).

Catena plans to market its products to service providers seeking the ability to transform their subscriber lines for the efficient delivery of broadband data, voice, and video services. Carriers deploying Catena broadband systems will have the ability to carry out a line-by-line migration from today's circuit-switched network to the packet-based network of tomorrow, while retaining their reliable lifeline services.

Catena first sought out Soffront Software, Inc.'s family of TRACKWeb products when looking for a problem-reporting and tracking system to use in its product development process and for future end-customer support.

After initially installing TRACKWeb and TRACKWeb Rules, Catena's Information Management Prime, Roni Leduc, said the company discovered it could benefit from TRACKWeb's features in more than one way.

"We soon realized that we could also benefit from a similar system for assigning and tracking action items," Leduc said. "We've put in place a problem reporting system and an action-tracking system. I'm currently in the process of introducing a third system for managing requests for new part numbers, we're exploring the need for a potential fourth application."

Leduc explained that TRACKWeb's flexibility and ease of use has made the product most valuable to Catena. "I am especially pleased with the flexibility of the TRACKWeb software which has enabled me to offer at least three different productivity tools," Leduc said. "We have multiple applications, all with the same general look and feel, but with very different underlying process flows and data protection requirements."

Leduc explained that TRACKWeb's learning curve is basically non-existent. "Feedback from my customers, which include senior managers, as well as hardware and software developers, has been very positive," Leduc said. "They have basically been able to log in to TRACKWeb and start using it immediately."

Choosing a Customizable Solution

Soffront Software, Inc. is a leading supplier of enterprise wide customer relationship management solutions and a pioneer in defect tracking software. Founded in 1992, the company designs, manufactures, and markets TRACKWeb products including TRACKWeb Defects, TRACKWeb Help Desk, TRACKWeb Sales, TRACKWeb KB, 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 enables organizations to easily enter a comprehensive record of a defect and the environment in which it occurred. The database is then used to maintain accurate, detailed records of the repair of the defect. The result is that software developers can easily track and manage all aspects of development and technical support, thereby solving the problem of haphazard reporting and tracking of software problems.

Outstanding Features

TRACKWeb provides a powerful query mechanism, numerous textural and graphical report formats, a change history, automatic notification, multi-user access, multi-site synchronization, security features, import/export capabilities, and an interface to leading version control systems. The software also provides complete customization of forms, fields, views, and reports to meet specific needs of each organization.

Catena Networks needed both an affordable product and a reliable tracking system with varied requirements. "I looked at over 30 problem reporting systems before choosing TRACKWeb," Leduc said. "First of all, there weren't many products out there that met our key requirements of a web interface, support for an automated process flow, various levels of access privileges, automatic e-mail notification, ability to customize the user interface, and built-in reporting capabilities." Leduc also they found Soffront's pricing agreeable with their budget.

Simplifying Complex Processes

Leduc reports that Catena has been pleased with the performance of TRACKWeb. She said the company plans to use the software on an even larger scale with the introduction of its network access solution, which will enable the mass-market deployment of broadband data, voice, and video services.

"In my opinion, TRACKWeb, and TRACKWeb Rules have been well thought out and will enable automation of some pretty complex and diverse processes, without requiring a large team of programmers and support staff," Leduc said.

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