



Activity Management and Issue Tracking

Use Cases:

- ▶ Activity management, issue tracking, real-time monitoring, and reporting for projects of any size
- ▶ Bug and defect tracking in development projects (including hardware and software)
- ▶ Incident management and issue tracking (customer service, call centers, etc.)
- ▶ Personal to-do lists
- ▶ and more

Features:

- ▶ Unlimited number of sophisticated activity trackers to group and structure 12 different types of activities
- ▶ Version- and milestone-management
- ▶ Highly flexible workflows
- ▶ Advanced views to analyze activities and effort at various aggregation levels (assignees, participants, milestones, categories, trackers, system-wide)
- ▶ Effort tracking and controlling based on estimates and actual work records
- ▶ Real-time reporting with easy-to-read charts
- ▶ Event subscription and notification service
- ▶ User interface in many different languages: English, Chinese, Czech, Dutch, French, German, Polish, Portuguese, Russian, Swedish, Spanish, Turkish, ...

Technology Facts:

- ▶ Platform-independent J2EE application; runs on all major Application Servers and supports wide range of DBMS
- ▶ Web application with cross-platform support
- ▶ Highly scalable from a laptop-installation to a globally distributed cluster
- ▶ Enterprise-class role-based security
- ▶ System-wide and pervasive audit functions
- ▶ XML import/export
- ▶ Easy to integrate and highly interoperable, supports RMI, CORBA, JMS, JCA, ...
- ▶ Open source with BSD style license (sources, APIs, and UML models are all published), i.e. vendor-independent

More Information:

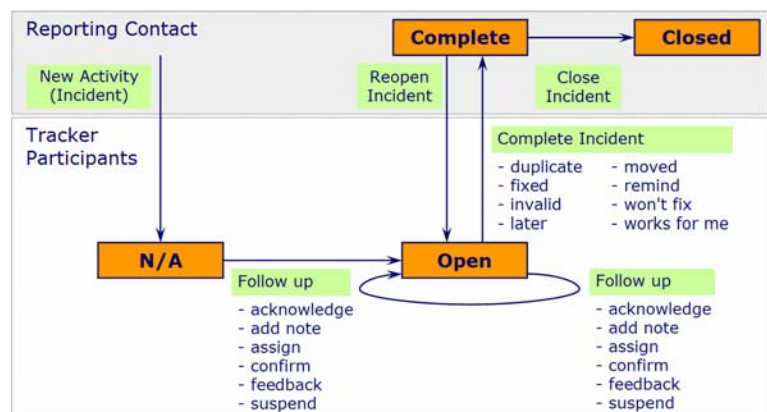
- ▶ www.opencrx.org

If Activity Management and Issue Tracking are your challenges ...

Coordinating workflow in large projects, including complex software and hardware development projects, involves quite a bit more than just logging bugs (or more generally, incidents) into a database. You need to track a variety of project-related issues and activities, such as feature requests, meetings, e-mails, trouble tickets, change notices, etc. And beyond simply monitoring progress and tracking a flat list of issues, you want to add structure to your activities for quick and easy navigation.

... openCRX is your solution!

openCRX automates the recording, tracking, and monitoring of all project-related incidents and activities, including software and hardware development bugs. Only openCRX features Activity Trackers, a powerful concept to group and structure all your project-related activities, highly flexible workflows, advanced time-tracking, and real-time reports aggregating information at various levels. openCRX not only engages all parties involved in your project, openCRX also provides information on all assigned responsibilities at any state of the incident life cycle:



Benefits of openCRX

- ▶ Produce higher-quality deliverables faster
- ▶ Reduce project costs
- ▶ Improve customer satisfaction
- ▶ openCRX puts you back in charge of your projects

Try our demo server at <http://demo.opencrx.org/>



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