

Master Change in Your Organization By Controlling Your Business Processes

TeamTrack works the way you work

- Role-based user interfaces give each user the information they need in the format they want
- Real-time reporting provides up-to-the-minute and historical information for trend analysis and process optimization
- Out-of-the-box, yet completely configurable solutions make it quick and easy to implement
- Open API and scripting provides freedom of choice and leverages your existing investments
- Localized to support international and global organizations
- Compliance support includes electronic signature and enforceable, repeatable processes with clear audit trails

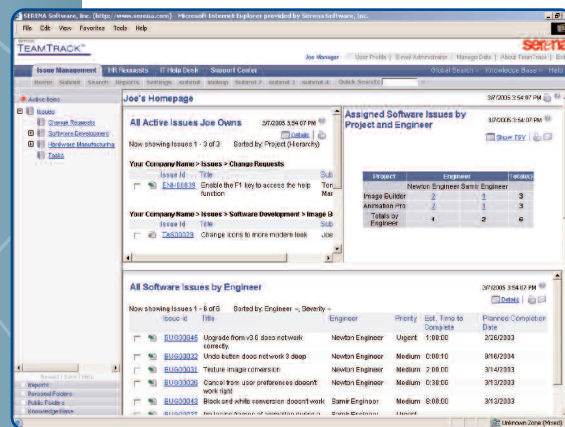
Change is the one constant in business. To remain competitive in today's rigorous business environment, companies must reduce costs dramatically not just once, but year after year. This means continuously changing and improving the way business is done—the *process improvement mandate*. Ensuring streamlined, effective and efficient processes is key to the health of your enterprise, and a central component of Serena's process management solution—Serena® TeamTrack®.

TeamTrack maps, tracks and enforces business processes down to the task level. Serena TeamTrack allows you to control and automate business processes, manage issues throughout the lifecycle of your projects, and facilitate collaboration among all stakeholders across your enterprise and beyond. By using its effective process management capabilities, Serena TeamTrack gives you the management control and the accountability you need to make agile course corrections and reduce cumulative costs across your value chain.

Serena 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 workflows, and always-on access from any web browser make the implementation process fast and simple.

Accelerate application development and reduce downtime

TeamTrack's process management abilities accelerate application development and deployment, and reduce application downtime by assigning ownership, tracking accountability, and enhancing communication across disparate systems. Ownership and accountability are imbedded in every process and extended to all stakeholders, both within the enterprise and externally. With TeamTrack, everyone on the team understands clearly what the issues are, who is responsible for each issue, and how to proceed.



Improve team member productivity

The robust, role-based user interface provides personal web home pages so each stakeholder gains instant secure insight into the real status of specific issues or overall trends, allowing more informed decision-making for accurate planning, allocating, and prioritizing of resources.

Out-of-the-box solutions bring immediate benefits

TeamTrack includes a wide selection of out-of-the-box solutions that empower you to begin managing your business processes immediately. Visually define and build all your distributed business processes and, at the click of a button, make changes to maximize the efficiency of your organization. TeamTrack manages issues from initial submission through completion, identifying all actions taken to address change requests, and ensuring no requests are lost. Each TeamTrack solution contains pertinent fields, workflows, reports, tables, table relationships, scripts, triggers, templates, wizards and processes specific to your industry. You can also use the tools in TeamTrack to create your own custom solution.

Graphical Workflow Editor Makes Administration Easy

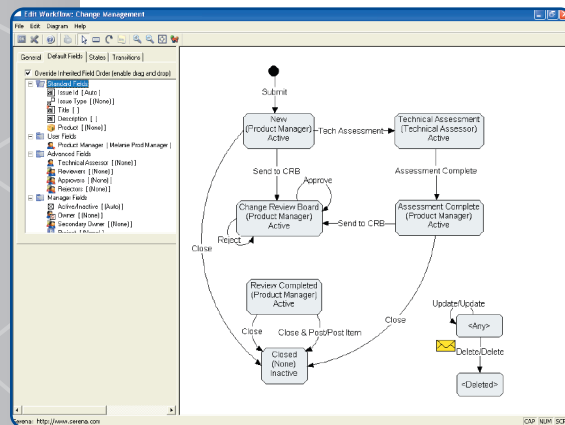
Leverage prior investments and work in your tool of choice through TeamTrack Bridge technology-based integrations, the open API, or TeamScript.

- Serena® ChangeMan® DS
- Serena® ChangeMan® Dimensions™
- Serena® ChangeMan® Professional™
- Serena® Version Manager™
- Serena® ChangeMan® ZMF
- Rational® ClearCase®
- CVS
- Mercury™ Interactive TestDirector®
- Perforce
- Microsoft® Project
- Microsoft® Outlook®
- And more

Role-based graphical interface makes administration easy

A powerful workflow engine makes it easy to extend TeamTrack throughout your enterprise. The intuitive Graphical Workflow Editor enables system administrators and process managers to perform real-time changes. They can configure privileges, add and delete users and groups, and perform all other administrative tasks without rebooting the server or logging users out of the system. Administrators can also define user groups that mirror the organization and assign access and privileges for users to virtually every point in the system, from projects down to individual field sections.

The power of the Serena TeamTrack Graphical Workflow Editor is in its simplicity. It allows process managers to map every necessary step in the workflow of their projects without needing a database administrator or developer. Drag-and-drop functionality makes it easy to create a self-documenting process that guarantees repeatability. Managed administrator privileges allow multiple users to administer specific areas of the TeamTrack system so that no one can make changes outside their area of responsibility.



Powerful workflow engine
Extend Serena TeamTrack throughout your enterprise with its robust, multi-level hierarchical workflow engine to link the overall business processes with individual department or functional group processes. The organized information and prioritized work assignments improve productivity and allow team members to use the tools they prefer.

Always accessible: anytime, anywhere

All it takes to access Serena TeamTrack is a web browser, so team members have access to real-time information from the system at any time, regardless of where they are located. The Serena TeamTrack web server provides a central point of access to the tracking system. It receives requests from the user, retrieves or sends data from/to the database server, and formats responses back to the user's browser.

Integration with ChangeMan and other applications

Serena TeamTrack works hand-in-hand with Professional, ChangeMan ZMF, and Dimensions to help companies manage their entire software change lifecycle more effectively. Used together, these products allow you to associate software code changes with requests, and coordinate the request process with development efforts. They facilitate the sharing of information and enforcement of controls such as approval tracking and code promotion. TeamTrack provides a fresh, intuitive web-based interface for Serena ChangeMan.

TeamTrack uses a bridging technique to integrate with third party applications, thus increasing the value of and leveraging your investment in a variety of third party tools already deployed in your organization.

Web-Architected for Anytime, Anywhere Access and No Client-Side Installations

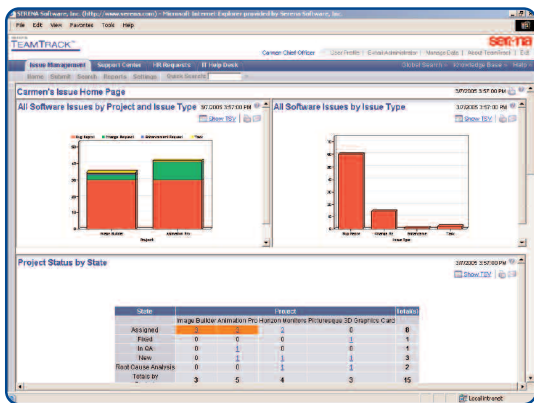
Web-architected for ultimate flexibility and cost savings

TeamTrack is an Internet Server Application Programming Interface (ISAPI) compliant web application. It uses Windows DLL files instead of CGI files, so the web server loads the TeamTrack files once and keeps them in memory instead of continually reloading the program. This allows TeamTrack to run faster and scale better to larger projects. True web-based architecture means your deployment and upgrade costs are substantially less than with a traditional client-server solution.

Configurable for the perfect solution

TeamTrack can be used right out of the box, or it can be fully configured, allowing you to create unlimited number of projects, fields, states and transitions, e-mail notifications, and user-specific templates. You can define workflows that support calculated, stopwatch, journal and dependent fields. Team members can also define their own home pages, and administrators can create specific browser views for each user.

TeamTrack's behavior can be customized with scripts written in TeamScript, a programming language based on Microsoft's popular VBScript. Custom notifications enable TeamTrack to take actions such as sending e-mail or running scripts when different events occur in the system. They enable users to create rules that identify changes in the system and to create actions that are taken when specified events occur. You can develop your own scripts or contract with Serena's Consulting and Services group for custom scripts.



Real-time business intelligence

The management dashboard portal provides users, from the CEO to individual developers, exactly the information they need to make fast decisions. Historical and real-time reports provide extensive, in-depth views of every stage of a project or task, and give you the insight and visibility you need to ensure effective and efficient project completion.

Make agile course corrections and reduce cumulative costs

- Role-based user interface is easy to use and extend throughout the enterprise
- Powerful management dashboard allows users to see exactly the information they need
- On-the-fly configuration maps to your organization and takes effect in real-time
- Out-of-the-box templates get you up-and-running immediately
- Automatic notifications make sure nothing falls through the cracks and proactively prevents problems
- Automatic change history provides accountability and keeps track of every detail

Scalable to any sized business

Serena TeamTrack is used by businesses of all sizes, from small startups to industry giants. With the right database, TeamTrack can support any level of growth. TeamTrack 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 multi-processor systems, and can be configured in a load-balancing cluster for virtually limitless expansion. With these features, TeamTrack can scale easily to handle thousands of users and projects.

Flexible and easily implemented security

Built-in functionality makes it easy to perform authentication and authorization in TeamTrack. The administrator can specify that users are authenticated using their network password, or TeamTrack can manage user access with a variety of optional password controls, including LDAP, Microsoft Active Directory, Windows Challenge Response and Site Minder. Firewall secured application servers allow secure, direct information sharing with partners and support staff around the globe. TeamTrack also allows for configurable electronic signature re-authentication.

Build and Deploy Integrated Business Solutions That Extend to All Stakeholders

"We built workflows and tables, migrated data, added users, set up administration, and tested the TeamTrack platform in just 45 days. We were very pleased with how quickly and easily the system could be implemented."

— David Lee,
Technical Operations Manager,
Managed Objects

www.serena.com

System Information

Server Hardware: *Minimum Requirements* – 800 MHz or higher single processor; 1GB memory; 1 GB operational disk space. *Recommended Requirements* – 800 MHz or higher multiprocessors; 2 GB memory; 2 GB operational disk space

Server Operating System: *One of the following:* Windows 2000 Server; Windows 2000 Advanced Server; Windows Server 2003 Family; Solaris 10; Red Hat Enterprise Linux ES or AS 3

Web Server: *One of the following:* Microsoft Internet Information Service (IIS), version 5.0 or 6.0; iPlanet Web Server 4.1; SunONE, version 6.0 SP6; Apache 2.0.47; TeamTrack Web Server (for evaluation use only)

Remote Administrator Operating System: *One of the following:* Windows 2000 Server; Windows 2000 Advanced Server; Windows Server 2003 Family; Microsoft Windows XP Professional

Database: *One of the following:* Microsoft Access 2000 or Microsoft Access 2002 (drivers provided); Microsoft SQL Server, version 7 or 2000; IBM DB2 Universal Database, version 8.1; Oracle, versions 9i Release 2 or 10g; Sybase Adaptive Server Enterprise, version 12.5.1 or 12.5.2.

Web Browsers: *One of the following:* Microsoft Internet Explorer version 6; Netscape Communicator, version 7.1 or 7.2; Apple Safari 1.0 (on Macintosh OS X); Mozilla 1.6 or 1.7; Firefox 1.0

Handheld Devices: TeamTrack can be accessed from a wide range of mobile devices. Most browsers available on handheld computers and PDAs can be used to access TeamTrack. Tested configurations include Pocket Internet Explorer on PocketPC, Eudora Web on PalmOS, and AvantGo on both platforms. In addition, TeamTrack may function correctly on non-tested browsers and mobile devices. Note that TeamTrack does not deliver WAP content at this time.

About Serena

Serena Software is the largest company solely focused on managing change in the IT environment. Serena's products and services automate process and control change for teams managing development, web content and infrastructure. Based on 25 years of innovation in process and configuration management, Serena Application Framework for Enterprises (SAFE™) solutions enable customers at more than 15,000 sites worldwide and 49 of the Fortune 50 to improve IT governance, mitigate risks, support regulatory compliance, and boost productivity and quality. Serena is headquartered in San Mateo, California, with offices throughout the U.S., Europe, and Asia Pacific.

Contact

To learn more about these products, and how to begin implementing comprehensive change management across your IT environment, visit Serena at www.serena.com or write us at info@serena.com.

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