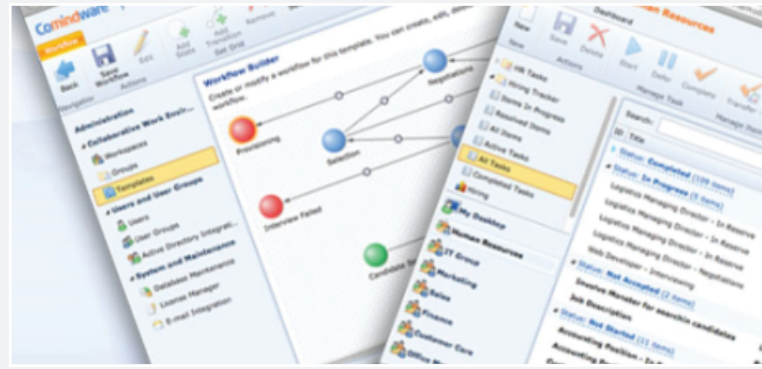


# Comindware Tracker



## IT Help Desk, a Comindware Tracker® Solution for IT Process Management

### Increase IT team productivity

- Get processes transparent for requestors, IT team, and managers
- Maximize customer satisfaction
- Decrease resolution time

With Comindware Tracker® built-in IT Help Desk Solution you can effectively manage IT tickets with web-based ease, either on your server or in the Cloud.

Use Comindware Tracker® IT process templates to visually create your own IT Workflows. Comindware ConnectStep® technology automatically generates next-step tasks and assigns them to the right employee – at the right time and with pre-defined priorities.

Thanks to the award-winning ElasticData technology, Comindware Tracker IT Help Desk can be adopted to your specific processes, not the other way around. Plus, it provides ultra-flexible real-time reporting, so you can make wise management decisions.

### With Comindware Tracker you can:

- Organize and manage IT tasks and projects
- Manage your IT Tickets, Incidents, Problems, Changes, Access, Knowledge in a single system
- Make IT processes transparent to requestors
- Get real-time control and make wise and timely management decisions
- Collaborate via centralized discussions and file sharing
- Get more Tickets resolved in less time

### Key Features

#### Pre-built IT Processes

- Help Desk Ticket Management
- Incident Management
- Problem Management
- Change Management
- Access Management
- Knowledge Management
- Plus, create your own processes with just your mouse

#### Easy IT Process Management

- Graphical Workflow Builder
- ElasticData changes Workflow Processes and data “on-the-fly” — no need to design everything perfectly up front
- Proprietary ConnectStep® technology streamlines execution by automatically generating next-step tasks

#### Team Collaboration

- Discuss Tasks and Incidents
- Built-in Document Management

#### Real-time Reporting and Notifications

- Graphical Dashboards, Lists, and Notifications
- Get real-time control and work discovery
- Make timely management decisions with real-world performance metrics against goals

#### Comindware Tasks for Outlook™

- Professional Ticket and Incident tracking built in MS Outlook
- Keep your team productive without switching environments

#### Comindware Workflow for SharePoint™

- Graphical Workflow Builder for SharePoint that requires no coding
- Initiate IT requests in SharePoint and track status in real-time
- Easy and Secure: no installation inside SharePoint required

#### Web-based and Mobile

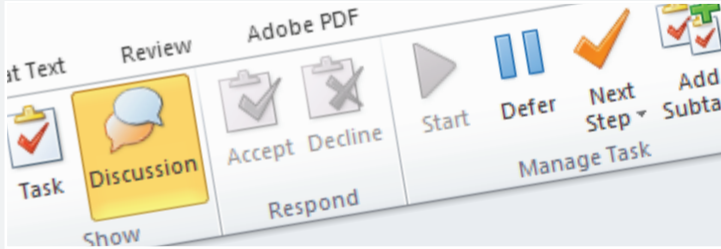
- Web-based architecture – no installation required
- Available with any Desktop browser or Mobile device
- On-premise and in the Cloud
- Looks & works like familiar MS Office applications

#### Security and Integrations

- Powerful security, backups, tuned performance, scalability
- Web-Services API to integrate with third party systems

# Comindware Tracker

## Comindware Tracker Benefits



- Get real-time control and boost your team productivity
- Automatically receive Tasks and Priorities. Get more done in less time
- Shorten adoption time. Stay calm about security

## Unique blend of professional IT Ticket and Task Management

Thanks to Comindware ConnectStep® technology, Comindware Tracker combines IT Issue Tracking with collaborative Task Management capabilities: a Workflow engine automatically generates and assigns personalized Tasks that are handled in a professional Task Management application.

## Unmatched Flexibility

Built on patent-pending, award-winning ElasticData technology that is based on the cutting edge graph approach to building databases, it is proven to be much more appropriate than the old-school relational database approach:

- IT Workflows updated on-the-fly without any redeployment process

- Visual drag-and-drop Workflow builder. No programming required
- Flexibility to adapt Comindware Tracker to your processes, not the other way around
- Robust analytics with the data presented the way you need

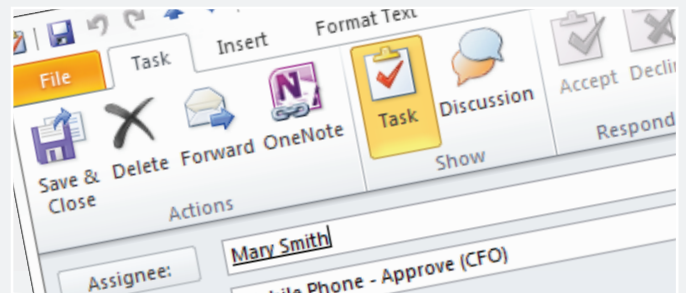
## Comindware Workflow for SharePoint™

Comindware Tracker includes Comindware Workflow for SharePoint, an easy-to-use graphical Workflow engine that allows creating IT Tickets and Incidents inside SharePoint visually with no coding required.

## Comindware Tasks for Outlook™

Empower MS Outlook, your most common work environment, with professional IT Process Management capabilities:

- Keep all your work in one place: E-mail, IT Tickets and Incidents, Calendar, Tasks, Documents, Schedules
- Stay productive without switching your work environments



## System Requirements for On-Premise Delivery

Host Server Hardware  
4 GB RAM (32-bit OS) or 8 GB (64-bit OS)

Host Server Software  
Windows operating system with Microsoft .NET Framework 4.0. Microsoft Internet Installation Services (IIS) 5.0 or higher if installing Comindware on an IIS web server.

### Supported Desktop Browsers

- Safari
- Firefox
- Internet Explorer 8+
- Chrome
- Browsers on mobile devices such as iPhone, iPad, Android, and others
- Browsers must understand JavaScript and Cookies

### Mobile Devices

- Native iPhone App
- Optimized web application for any Android phones, Tablets, and iPad