

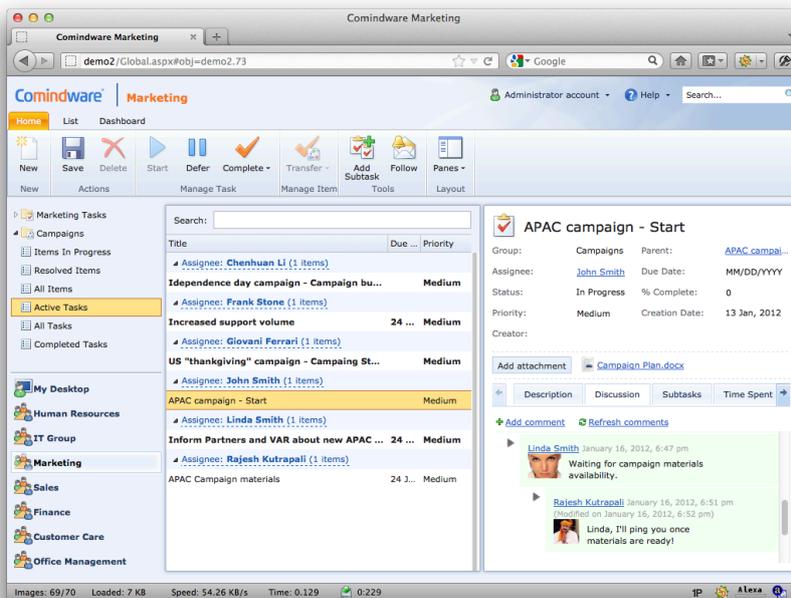
Comindware Tracker[™]

Reviewer's Guide

Dear Editor,

We appreciate that you decided to try Comindware® Tracker™ and write a review about it. We would like to make it easier for you and wrote this short guide to help you launch Comindware Tracker and guide you into its most interesting features. If you have unanswered questions, don't hesitate to [contact support](#). We are live and waiting to answer any questions you have.

COMINDWARE TRACKER OVERVIEW



Comindware Tracker™ is a web-based workflow automation system with an integrated task management solution. What exactly does it mean? It means that you can manage your to-do list (tasks) and your working processes (workflows) online. You can:

- ✓ keep your team aware of the workload you're working on
- ✓ keep all the data related to a work item in one place
- ✓ discuss work items and keep all discussion in one place
- ✓ access your work items online wherever you are, from any device
- ✓ plan your employees' time and efforts
- ✓ and much more

This type of contemporary business software helps managers to control their teams and helps teams to cooperate their efforts. Business software enables users to create, track and organize:

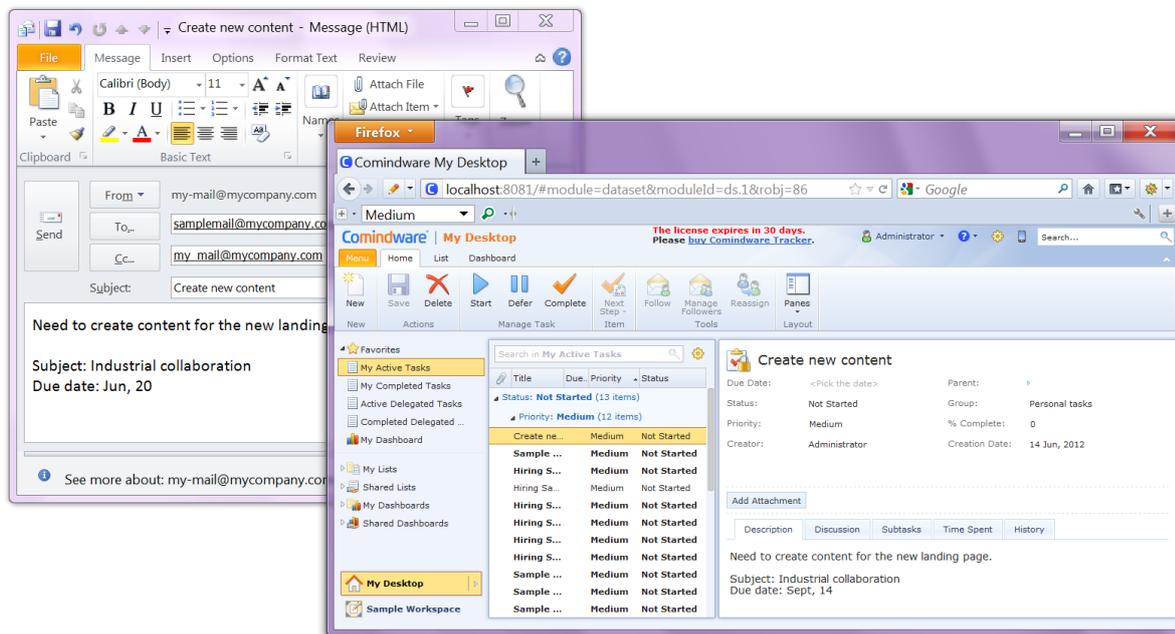
- ✓ tasks
- ✓ task lists
- ✓ workflows
- ✓ reports



Of course, all of this work activity needs to be accessed from wherever the employee is, especially in the case of remote teams. For this purpose, Comindware Tracker™ was built as a web-based application which means that you can access all the data from any place, and you will only need an Internet connection for it. But it's not all, as Comindware Tracker™ comes with mobile support.

With the possibility to access Comindware Tracker™ data from the Internet and from mobile devices, users get absolute freedom: it doesn't matter where you are or what operational system or what mobile platform you use. You will still have access to all of your working data.

But there's still more. You can track and create tasks in Comindware Tracker™ without leaving your email inbox. With this feature your inbox becomes a powerful tool as you can not only see current status of workflow items, but you can also start workflows and assign tasks by sending just an email to a designated address connected to Comindware Tracker™.



We have mentioned several times the term 'workflow' here. Comindware Tracker™ enables the user to create automated workflows. What are these? You have working processes that have a sequence. For example, you cannot make a company expense before it's approved by the accountant, or you cannot launch the web-page before it's created by your web-designer. The order of things needs to be respected each time. Automated workflow has a number of steps for a working process. When you start a working item, the item starts to go down your workflow scheme. While the working item goes from state to state, tasks are automatically created and given out to the members of your team.

What will be the order of the workflow states? Who will get tasks at each state of the workflow? You decide, by taking into consideration the specifics of your working processes and program the workflow so that it assigns tasks to the members of your team you set at each step.

Let's take a look at a marketing workflow:



It was created in about 10 minutes with Comindware Graphical Workflow builder: it's enough to just drag and drop the details of the workflow. It's not just a scheme. You could have drawn a scheme on a paper but it wouldn't give out tasks to your team members. This scheme is a live workflow. What's more, you will be able to make corrections to this scheme later at any moment.

According to this workflow, you, as a Director of Marketing, can propose a campaign. After you send this working item to the "Analysis" state, your online marketer gets the task 'collect the info'. With this task, he or she gets the description you've provided when you were creating the item. This means that your marketer knows what to do. After the information is collected, your online marketer can attach it to the item, with files, media kits, budgeting and other detail and send it to the Approval state. When this working item comes to the Approval state, you get a task to make a decision. You can send the working item back to your online marketer for more information or you can approve and send it to your VP of Marketing to get approval for the budgeting.

With this workflow the manager's effort to organize the team effort is minimal: it's already organized by the automated workflow. Tasks are given out automatically and information about the work item can be stored inside the item.

You might notice that this scheme looks a little deserted and a bit "too automated": it lacks the possibility to communicate and discuss detail, doesn't it? Of course, you can send an email to your colleague and discuss the item detail. Or you can make an appointment and discuss it in person. But would it save your time? Endless emails or meetings create too much "work about work" instead of helping you complete your workload itself. Comindware Tracker™ helps you avoid this problem by providing a discussion field where you can leave comments the same way you do on a social network wall, for example.

 **APAC campaign - Start**

Group: Campaigns Parent: [APAC campai...](#)
 Assignee: [John Smith](#) Due Date: MM/DD/YYYY
 Status: In Progress % Complete: 0
 Priority: Medium Creation Date: 13 Jan, 2012
 Creator:

[Add attachment](#)  [Campaign Plan.docx](#)

← Description Discussion Subtasks Time Spent →

[+ Add comment](#) [Refresh comments](#)

 [Linda Smith](#) January 16, 2012, 6:47 pm
 Waiting for campaign materials availability.

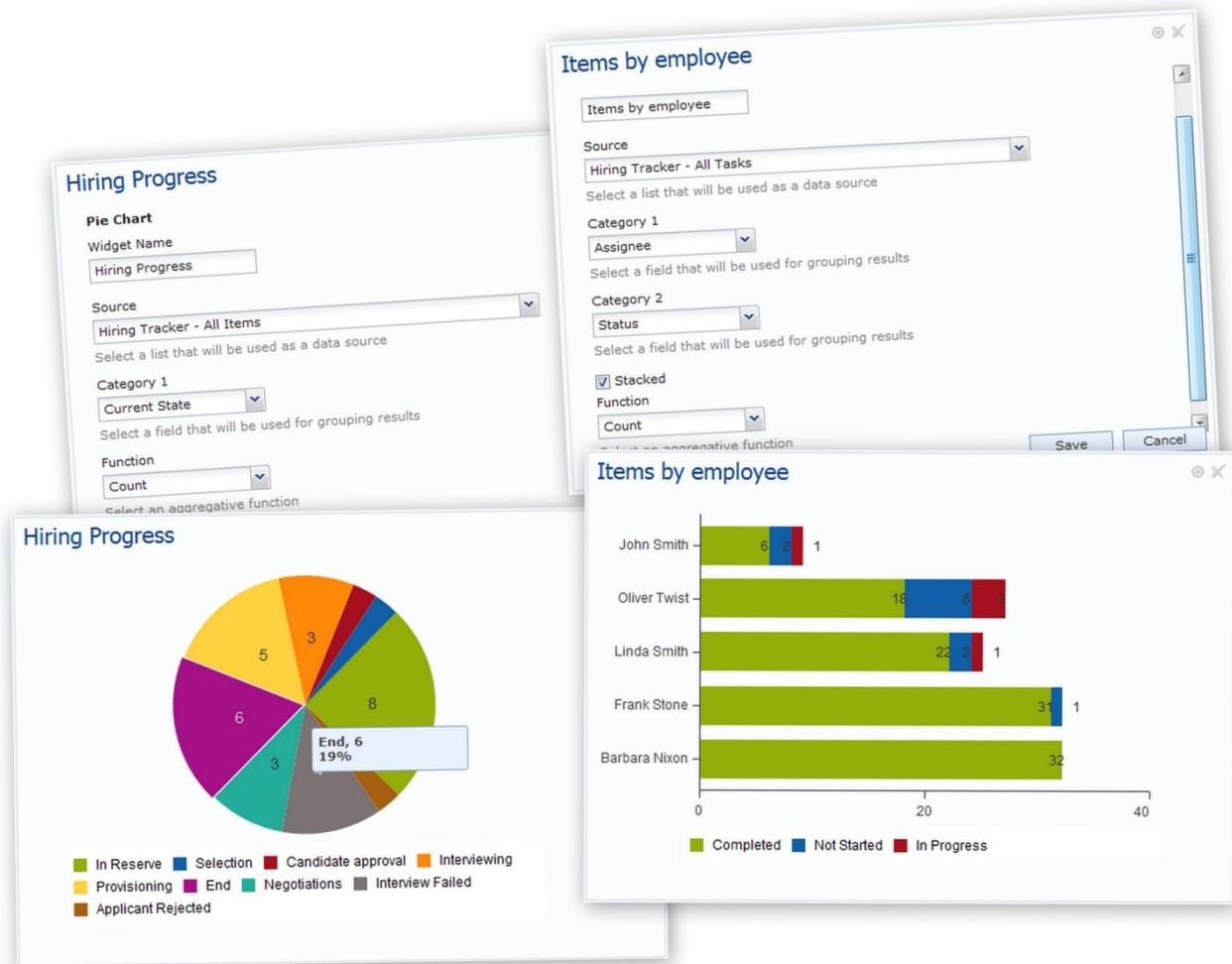
 [Rajesh Kutrapali](#) January 16, 2012, 6:51 pm
 (Modified on January 16, 2012, 6:52 pm)
 Linda, I'll ping you once materials are ready!

You will always be able to know where the things are with your work item, because you can set email notifications about changes made to the item. The discussion will reveal all of the comments your colleagues have made to the item: no need to search for an email trying to figure out what item it's related to. And in case you get lost in the modifications made to the item, you can always take a look at the history log: it says who has done what to the item, and when exactly the changes were made.

Thanks to those features, Comindware Tracker™ reduces the time you used to spend on:

- ✓ trying to decide where to start
- ✓ searching for the email related to the task you want to work on now
- ✓ searching for the file you need for this work item – they can all be attached to the item, with the versioning option
- ✓ trying to figure out who's working on the working item now, doing what
- ✓ creating your TO-DO list: it's now created automatically and you can see all of your tasks in a single list on your desktop
- ✓ managing your team
- ✓ tracking your project status

Even the time you used to spend on creating status reports is cut off now as Comindware Tracker™ gives you status reports with a single click. It offers you a set of customizable dashboards that help you monitor your personal, department or company activity statistics at any time, depending on what you want to track:



Usually, those solutions are divided by industries and if, for example, you use one solution for accounting, you won't be able to use the same solution for construction management or software development. Comindware Tracker™ was designed to be extremely flexible and programmable for any activity a business might have. For instance, your small business has 3 departments: sales, accounting and marketing. Each of those departments can program its main daily activities in Comindware Tracker™ and exchange data between them.

Comindware Tracker provides you with secure collaborative workspaces for organizing, automating, and managing nearly any kind of business activity. From tracking IT help desk incidents and software bugs to requests, claims, and more, you can streamline execution and get better visibility of what's going on. And with ultra-flexible [ElasticData™](#) technology, Comindware provides breakthrough flexibility for adapting to your workflow requirements.

Comindware Tracker is comprised of two complementary products: [Comindware Tracker](#) and [Comindware® Task Management™](#). Comindware Task Management™ provides an easy-to-use system for managing team tasks and projects. Comindware Task Management is free and supports unlimited users and tasks. Comindware Tracker allows you to get more efficient execution by managing whole workflow process rather than just individual tasks.

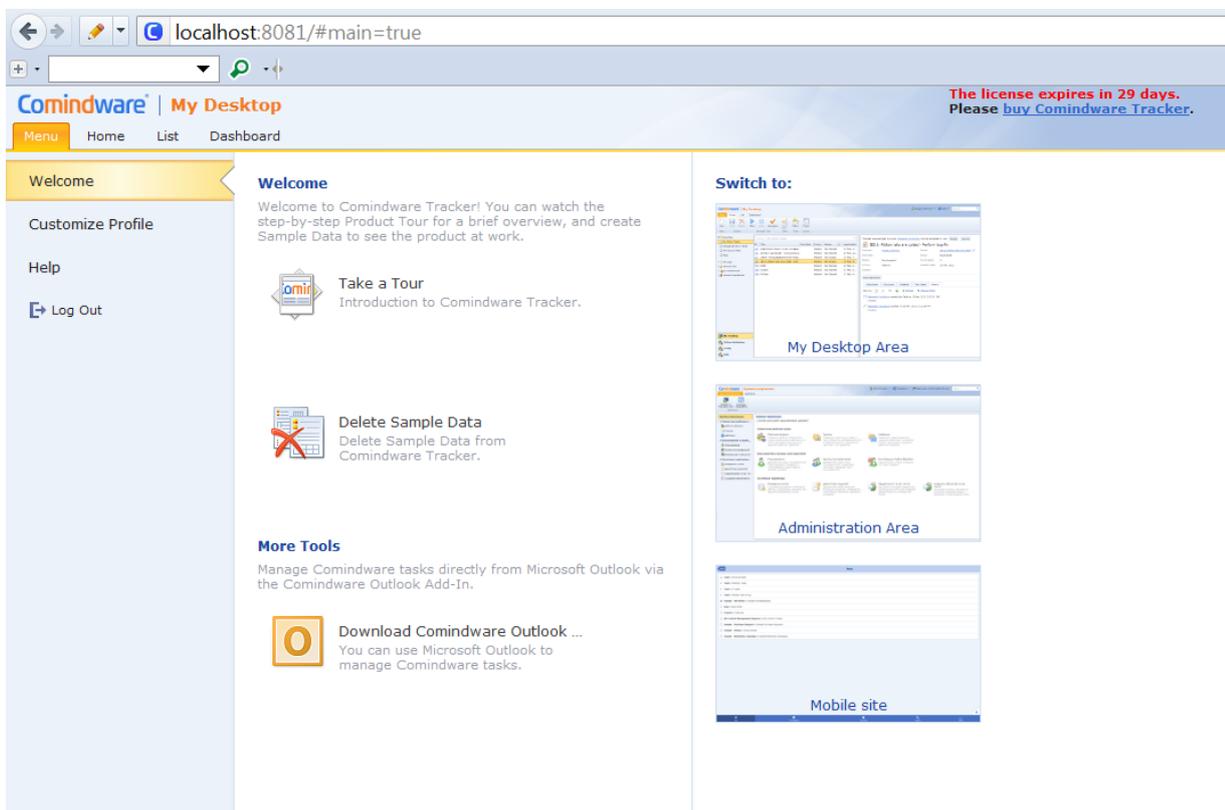
Both products function within a single, easy-to-use interface which looks like a desktop application with the familiar ribbon menu, convenient navigation, tooltips, configurable views, etc. If you're familiar working with a product like Microsoft Outlook, you will immediately feel at home in Comindware.

Comindware Tracker™ comes with:

- ✓ Free integrated task management system: Comindware Task Management™
- ✓ Outlook add-in to connect Comindware Tracker™ with MS Outlook
- ✓ Pre-defined workflows for:
 - ✓ IT Help Desk
 - ✓ Software Development
 - ✓ Human Resources
 - ✓ Office Management
- ✓ Comprehensive support and updates: Comindware Advantage™
- ✓ English, German or Russian versions of Comindware Tracker available

We hope that this guide was helpful to you and gave you some ideas for your review. You might want to download and install Comindware Tracker™ before writing. It is really easy to do:

1. Go to Comindware.com and register
2. Download trial
3. Insert trial keys (you will get them from your account on Comindware.com)
4. Take a product tour



You can unpack the Sample Data (hit the icon) and take a product tour so that you get acquainted with Comindware Tracker and try out its features. We hope that you will include your own screenshots into your review. We tried to make our guide as short as possible, so you might still have questions. Don't hesitate to take a look into our [Knowledge Base](#) or [contact support](#).

About Comindware

Comindware is a pioneer in collaborative work management software for teams across the enterprise. Its mission: to help people work together more effectively. Unlike competing products based on relational databases, Comindware® Tracker™ and Comindware® Task Management™ are based on a far more flexible data management foundation called [ElasticData™](#). A privately held firm, Comindware is headquartered in Silicon Valley and can be found at www.comindware.com.