

Looking for Issue Management Solution

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TouchBase - Issues™

Issues Management Solution for

- Services firms
- EPC organizations
- Manufacturing companies
- Government & Defense labs

Issue	Author	Reason	Views	Replies	Last Post
So how many are working after 2.0	Jono.carnie	Using iPod touch	799	49	Jul 12, 2008 3:13 AM by: cy >
2.0 has bricked my Touch	Keith Tomlinson1	Using iPod touch	219	7	Jul 12, 2008 3:09 AM by: cming >
Freezing ipod after updating	Andreavanharen	Connecting iPod...	6	0	Jul 12, 2008 3:07 AM by: Andreavanharen >
Super Monkey Ball doesn't work for me	buddhat	Using iPod touch	134	5	Jul 12, 2008 3:00 AM by: twizidfreak >
Apps not working	kiwijohn	Using iPod touch	25	0	Jul 12, 2008 2:56 AM by: kiwijohn >
lets make a list... problems with 2.0	NJSchad	Using iPod touch	179	1	Jul 12, 2008 2:47 AM by: Platoumk >
Crashed and can't restart	Phoebus20	Using iPod touch	11	0	Jul 12, 2008 2:43 AM by: Phoebus20 >
Error = 3259	redpaal	Using iPod touch	11	0	Jul 12, 2008 2:40 AM by: redpaal >
Using Apps - Where are they all? Customize main screen?	betatina	Using iPod touch	89	3	Jul 12, 2008 2:38 AM by: Denise Woodcock >

Issues Creation & Reply

- Create Issues by team members
- Prioritize/Categorize Issues
- Create discussion thread with each issue
- Associate each issue with Project, Deliverable etc

Action Items

- Assign each open issue as Action Item
- Action Items gets assigned to Team Members
- Action Item defined the Due & Actual Dates
- Assignee gets email alerts

Issue Lifecycle

- Track all issues based on status (Open/Closed)
- Implicit workflow for each issue
- Configurable Lifecycle

Issue Capture Form

- Configurable Issue Capture Form
- User Defined Fields
- Attach Supporting Documents with each issue

Reports & Dashboards

- Configurable Reports
- Role Based Drill Down Graphical Dashboards
- Project Dashboards for open/closed issues
- Web Services to integrate with BI Tools

Collaboration

- Automated Alarms, Alerts, Reminders, Escalations
- Daily Digest mail for all open issues
- Import Export Issues/Action Items to Excel
- Integration to other TouchBase Modules

Benefits

- Centralized Issues Repository
- Issues Analysis & Statistics
- Capture Issues & Associated Discussion thread as Knowledge
- Improved internal & External Communication
- No Client Side software Installation
- Access from anywhere in the world
- Scalable & Extendable to other Modules

Why ProductDossier ?

- Works out of the box- fully configurable
- Deploy & start using within 2-5 days
- World-class solution, comprehensive functionality
- Proven product - many successful implementations
- Get new features as part of our ongoing R&D
- Highly responsive customer support
- Best price to performance in the industry
- ROI within 6 months

Partial List of TouchBase-3PLM customers



Issue Management Made Easy & Affordable

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S. No.	Features	Standard	Premium
1	Issue Creation	√	√
2	Issue Reply	√	√
3	Issue Priority	√	√
4	Issue Categorization	√	√
5	User Defined Fields	√	√
6	Action Item	√	√
7	Issue Lifecycle	√	√
8	Alerts/Reminders	√	√
9	Enterprise Reports/Dashboards	√	√
10	Project Dashboards	√	√
11	History/Audit Trail	√	√
12	Export Issues to Excel	√	√
13	Import Issues from Excel		√
	Free Support		√
14	(Upto 6 months from PO)	√	
15	Supports Free Version of Database	√	√
16	Minimum Named User License	10	10

Technology

Web Base/J2EE Compliant

Windows/Linux Support

Oracle/MSSQL/DB2 Support

LDAP/Bio Metric Authentication

Web Services for Integration

Supports Enterprises upto 20000 users

Hardware Requirements

Server Side Suggested Configuration

Processor : Dual/Quad Core

RAM: 2-4 GB

HDD: 80 GB or Above

Raid: Recommended

OS: Windows XP/ Vista, Win 2003/2008/Linux

Client Side Suggested Configuration

OS: Windows Xp/Vista

Browser: IE 7.0

JRE: 1.6

Professional Services

We offers our expertise & professional services in implementing your entire Project Management strategy. Our services include:

- Understanding Customer Requirements
- Defining To Be Processes
- TouchBase Configuration
- Customization
- Integration with other enterprise apps
- Application Rollout
- Training
- Onsite Support Services

TouchBase-Issues is a part of pioneering *TouchBase-3PLM* collaborative platform, which integrates Project, Process & Product Lifecycle Management (3P). TouchBase-3PLM is the industry-leading solution for Services, EPC & Manufacturing companies. The other modules of TouchBase-3PLM are:

<i>TouchBase-PM</i>	<i>TouchBase-PDM</i>
<i>TouchBase-DMS</i>	<i>TouchBase-BPM</i>
<i>TouchBase-Timesheet</i>	<i>TouchBase-KM</i>
<i>TouchBase-Meetings</i>	<i>TouchBase-RFQ</i>
<i>TouchBase-Maintenance</i>	<i>TouchBase-Support</i>
<i>TouchBase-Patents</i>	<i>TouchBase-Integrations</i>
<i>TouchBase-LDAP</i>	<i>TouchBase-Biometric</i>