



IcTracker Overview

ICSoft

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Productivity Enhancement Software

Project Management, Task Management, Document Management, Bug Tracking

**Cool tools.
No bloat.**

How is our project management package different from theirs?

IcTracker runs on your browser—fast.

Fully web-based, IcTracker is accessible from any browser, anywhere. Everything you need is downloadable. Everything is virtual except our commitment to full support. Licensed versions are available for deployment on your corporate intranet, your extranet, or on the Internet itself.

IcTracker exploits the servers and the applications you already have in place.

Windows, Microsoft Office, IIS, Internet Explorer, SQL Server—IcTracker makes the most of the money and memory you've already invested to create a Windows work environment. Built on the familiar browser client/web server/database server architecture, blessed with a simple, thoughtful interface, IcTracker integrates the hardware, the software, and the skills you already have in place to empower your employees to work hard, work smart.

IcTracker is an efficient place to work.

You know what a pain it is to leave the task you're doing in order to open another application you need to use. With IcTracker, that never happens. You can send email to co-workers directly from multiple locations within the product. Access other websites. Store and open documents of all kinds, whether the application that created them is open or not. All the tools you need are integrated into this clean, well-lighted virtual workspace. And IcTracker navigation makes it easy to get where you need to be next, so you're never stuck in a dead end, all dressed up with no place to go.

IcTracker is a pattern, not a prison.

Too many project management packages insist that you learn their vocabulary and do things their way. IcTracker lets you and your employees tailor the application to your own industry and your own preferred ways of working. You name, you shape, you customize. And then you get to work.

IcTracker is not just storage, it's communication.

Okay, so IcTracker is good at helping you keep track of things—people, projects, tasks, processes, deadlines, bugs, versions, files of just about any kind. It gives you good tools to monitor, to search, and to report. But it's even better at letting you share resources and information in a dynamic team process that includes project-centered online meeting places, automatic email notifications, and a document storage system that lets your team members use the full collaborative power of the parent applications.

IcTracker is easy to learn and easy to use.

Structure, navigation, naming are all so simple, so consistent, and so sensible that most users can master the program in about an hour. Administering IcTracker isn't rocket science, either. What it does require is that you think about your own work patterns carefully enough that you make good choices about creating things like document categories and custom fields. If time is money, that's time well spent.

IcTracker is scalable.

Let's be honest. You probably wouldn't want to try to run even a smallish country with IcTracker. But we're quite certain that any organization with up to a hundred users will function much more efficiently with IcTracker. In general, IcTracker is just as big as your database. And no bigger than your budget.

IcTracker: Five important words

IcTracker starts with only a few simple, powerful assumptions about how things get done. Functions it performs are built around these few key words and concepts. Once you know them, the system is easy to understand and use.

Department

A Department is a group of workers organized around a common goal. Depending upon your workplace, a Department might be a separate company within a larger conglomerate; it might be a workgroup charged with carrying out a particular kind of work (for example, Human Resources, Product Design, or Customer Service); it might deal with a discrete group of resources (for example, Fossil Fuels, Solar Power, Nuclear Energy).

The IcTracker Administrator is responsible for defining and maintaining Departments, for managing User accounts, and for assigning Users to the staff of particular departments.

Project

A Project is a goal-oriented activity performed by one or more members of a Department. A Project has a defined start and a defined finish. It produces a measurable result. Completing a Project requires an expenditure of time, money, and resources.

Every IcTracker User is entitled to originate a Project within his or her Department.

The IcTracker Administrator is responsible for customizing fields and drop down menus on Project screens.

Task

A Task is an identifiable piece of work that needs to be done by one or more members of a Department if a Project is to be completed successfully. Like a Project, it has a start date, a finish date, a person who defines it, and a person responsible for its accomplishment.

Every IcTracker User is entitled to originate a Task within his or her Department.

The IcTracker Administrator is responsible for customizing fields and drop down menus on Task screens.

Problem

Whether your industry refers to them as **bugs**, **issues**, or **demons**, problems are the obstacles you encounter in successfully accomplishing a Task or a Project. They are the things that go wrong, the schedules that slip, the bit of code that crashes the machine. Success in a Project requires identifying Problems, assigning responsibility for them, and resolving them.

Every IcTracker User is entitled to originate a Problem and to assign it to himself or another Department member for resolution.

The IcTracker Administrator is responsible for customizing fields and drop down menus on Problem screens.

Document

A Document is an artifact generated by the staff of a Project. Within IcTracker, the term "document" is format-agnostic and may refer to any type of file, whether it was created in Word, Excel, Outlook, Publisher, or any other application. Documents can be attached to Projects, to Tasks, or to Problems, and accessed from all Summary View screens.

Every IcTracker User is entitled to attach a Document to a Project, Task, or Problem. Categories of Documents (e.g. Project Reports, Expense Reports, Emails, Images, etc.) are created and maintained by IcTracker administrators.

Diabolically useful features

IcTracker began life as a custom application and has evolved through use. Every feature is there because it answers a real-life business need. Here are some we think you'll like.

1. A work-related address book attached to the application
2. A personal web favorites management tool
3. A highly developed, easy-to-use bug tracking system
4. The ability to generate and print hard copy of comprehensive status reports by Project, Task, and Problem
5. Powerful search capabilities to help you find the information you want quickly
6. Thorough, clear product documentation
7. Our invitation to request features we haven't thought of yet

Behind the Curtain — Who We Are

ICTracker is the brainchild of IC Soft, Inc. IC Soft, Inc. is Harry Idachi, master programmer and software consultant. Idachi has created custom applications for most of the largest and most successful businesses in the Bay Area. IC Soft's innovative products grow out of this experience, providing workable and cost effective solutions to real-life computing needs.