

Industry:
Consumer Software

Seapine Products:
TestTrack Pro

“TestTrack Pro from Seapine delivered the greatest versatility and functionality to meet our needs. We needed a defect tracking solution that would embrace our current processes within development, quality assurance, and product management.”

Craig Marker,
Software Quality Assurance Engineer

AOL Anywhere

AOL Anywhere – Seattle needed a more effective and cost-efficient tool to track software defects. The Seattle office of America Online (AOL) provides products and services related to text input and wireless instant messaging. The primary product is T9, a predictive text input tool that allows users of cell phones and other mobile devices to compose text message with as few keystrokes as possible.

Situation

Defects cost time and money. Minimizing and managing defects has always been a top priority for AOL Anywhere. Because AOL Anywhere already had a method to track source code, they needed to find a cost effective and efficient tool to track defects alone.

Solution

After evaluating what was needed from defect-tracking software, including ease of data conversion, cost per seat and customer service support, AOL Anywhere selected TestTrack Pro from Seapine Software over competitive products. Seapine met all of those needs and beat its competitors on price.

Seapine’s TestTrack Pro delivers cross-platform functionality, scalability, and implementation support. In fact, Seapine engineers have worked with AOL Anywhere throughout the entire implementation process to ensure that there were no issues with data conversion.

Results

Seapine’s TestTrack Pro also has the ability to support more users more efficiently; in this case, 110 seats. And the software does all of this while offering robust Web-based functionality, which means that users do not sacrifice features when coming through a browser or a different platform.

Marker concluded, “We are hopeful that the implementation of the software in this application will help to streamline our current processes. The use of TestTrack Pro in our Seattle offices may be an opportunity to set an example for the rest of AOL as well.”