

EquiSoft Expands TestTrack to Project Management

EquiSoft is an IT consulting services firm specializing in the design and development of business solutions, with areas of expertise ranging from business requirements analysis to the integration and deployment of complex technological architectures. EquiSoft also specializes in web marketing with consulting services such as content analysis, information architecture, search engine optimization, and web analytics.

Highlights

Industry

Software

Challenge

Streamline defect tracking and customer requests, and manage all aspects of a highly collaborative software development process.

Solution

TestTrack

Benefits

- Improved project management
- More efficient collaboration with clients
- Better priority and resource management
- Streamlined development

Due to the heavy emphasis on customization in EquiSoft's business, efficient client collaboration and workflows are crucial to the company's responsiveness and productivity. EquiSoft had relied on spreadsheets and emails for tracking defects and requests, but these methods were cumbersome and difficult to manage.

Seapine's TestTrack Pro was originally selected as EquiSoft's defect tracking solution, but its use quickly expanded. TestTrack Pro is now considered a valued project management tool, helping EquiSoft tightly manage and oversee all aspects of its highly collaborative software development process, including managing priorities and resource allocation.

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Luis Romero

President and CEO, Equisoft

To obtain a view into status information, EquiSoft developed custom dashboards using SQL Server reporting services to leverage the information in the TestTrack Pro database.

In addition to managing defects during projects, EquiSoft also uses TestTrack Pro to manage client support and maintenance tickets, making it easier for developers to work on project issues and maintenance issues at the same time.

EquiSoft has also extended TestTrack Pro's feature set to their clients by simplifying the client acceptance testing process. "Clients have access to TestTrack Pro to enter their issues. We have implemented a workflow where client items are assigned to the QA team to filter the requests before assigning them to the development team, which in turn can assign the issues to QA once they are fixed," Luis Romero, EquiSoft President and CEO, explained. "The QA team can then manage the releases to the client, who can close out the issues in TestTrack Pro once fixes are verified. Clients really enjoy having a simple system they can use to track their items and view the progress of the corrections done by EquiSoft. Most of our clients are up and running using TestTrack Pro with practically no training required."