

**Industry:**  
Financial (Real Estate)

**Seapine Products:**  
TestTrack Pro

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Ryan Campbell  
Technology Manager

## **L.J. Hooker**

As competition continues to grow within the Australian real estate industry, real estate firms are looking more and more to technology and the development of specialized real estate software applications to help their brokerages operate profitably and stay ahead of the competition. While technology and specialized software are nothing new to this industry, their complexity and sophistication are always increasing, as are the development processes that foster their creation and growth. This increase in complexity and sophistication requires efficient and thorough quality assurance (QA) processes to be implemented throughout the entire development process.

L.J. Hooker International Operations realized the importance of QA early on during the development of several key software tools used by their agents across the Asia-Pacific region. The international firm, which boasts an annual turnover in excess of \$19.5 billion USD and a ranking as the fifth largest real estate brokerage worldwide, required a tool that would track defects quickly and concisely for their QA team while providing customizable reporting capabilities. That tool was TestTrack Pro, Seapine Software's highly scalable client/server development workflow and issue management solution.

### **Situation**

L.J. Hooker was using a simple but extremely limited Microsoft Access database to track defects and defect details. According to Ryan Campbell, manager of L.J. Hooker Technology, "While this internally developed process of reporting and tracking bugs was functional, it did not support the multi-user environment that we now required as a result of the growth of our development and QA teams and their expansion across a growing geographic region."

The firm needed a comprehensive and adaptable defect tracking tool. "Our primary need was for a bug reporting and processing system that allowed us to efficiently report bugs across our various development teams. However, it was essential that this tool be flexible enough so that we could add more detail to the bug reports as needed."

"We needed a system that had an adaptable process to report rectified bugs as well as those which required further investigation in order to find a remedy," Campbell added.

## Solution

After evaluating several products, L.J. Hooker decided to purchase TestTrack Pro. This decision was based on the flexibility of TestTrack Pro to meet the firm's specific needs as well as the application's ease of use and reasonable pricing.

The next step was to incorporate TestTrack Pro into L.J. Hooker's development and quality assurance processes without depleting IT resources or requiring excessive time for training. This turned out to be a non-issue, according to Campbell. "Once our team established a consistent process for classifying, categorizing, and prioritizing bugs, the implementation of TestTrack Pro was very easy. It took all of 15 minutes to install on our system, and training time was nearly nonexistent, as the software's supporting materials were perfect for getting our team up to speed on the application."

As an added benefit, Campbell said that after utilizing the robust functionality of TestTrack Pro, L.J. Hooker has been able to further develop and customize the firm's bug classifications, categories, and priorities to better suit its particular needs. Plus, the flexible and easy-to-use application provides the firm with a level of reporting that is "more than adequate" for their own purposes.

"TestTrack Pro is a great bug reporting system and much more than a mere database. It has processes built into the software that are as flexible as you require for your own needs," said Campbell.

## Results

Since implementing TestTrack Pro, L.J. Hooker has realized the benefits of a truly flexible and customizable defect tracking system. According to Campbell, L.J. Hooker is experiencing heightened productivity and efficiency at a fraction of the cost that they expected.

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*"With TestTrack Pro, it is no longer an onerous task to report or manage bugs."*

Michael Lohss  
Manager Software Engineering

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"TestTrack Pro is invaluable to our development teams and has paid for itself ten-fold," he said. "I have seen productivity increase as a direct result of TestTrack Pro's ability to keep our developers more focused on the bugs at hand. Plus, with its comprehensive documentation and support materials, we have all of the application support we need readily available."

Campbell added that TestTrack Pro's comprehensive reports and project metrics have helped make his job as a project manager easier as well. "As a manager, I can quickly get a status of a product in development. Plus, our developers and QA team can immediately see their work for the week and are able to easily provide commentary on each issue."