

A dynamic communication system for project teams powered by GyanSys' gTrack tool



The GyanSys' gTrack solution is a web based tool to capture all the issues, status and resolution details

Log Item No.	Created By	Date Item Created	Created Time	Last Changed By	Last Changed Date	Item Title	Item Description	Item Type	Primary Area
00000001	Ajya Sharma	03/19/2011	17:43:45	Ajya Sharma	06/29/2011	Item to test different issues in tel	let start again tomorrow	Enhancement	Bank
00000002	Ajya Sharma	03/19/2011	17:43:46	Ajya Sharma	06/29/2011	new item	this is the new functionality	Enhancement	Material Storage
00000003	Ajya Sharma	03/19/2011	17:50:21	Ajya Sharma	04/11/2011	this is 3rd issue	let's try this one if it works	Break Fix	Material Storage
00000004	Ajya Sharma	03/19/2011	17:43:45	Ajya Sharma	04/16/2011	THIS IS LAST TEST OF THE DAY	let start again tomorrow. Now changes here	Project	Material Storage
00000005	Ajya Sharma	03/19/2011	17:43:45	Ajya Sharma	06/29/2011	THIS IS LAST TEST OF THE DAY 2	let start again tomorrow. testing again	Enhancement	FCO
00000006	Ajya Sharma	03/19/2011	21:48:43	AJAYSHARMA	04/11/2011	Here is a new item with new item. done	this is item description for item number 26, new item	Project	Full Warehouse
00000007	Ajya Sharma	04/16/2011	13:37:15	Ajya Sharma	04/16/2011		This records the time used for testing and development at same time	Enhancement	Material Storage
00000008	Ajya Sharma	04/16/2011	22:21:18	Ajya Sharma	06/29/2011	This is item title for error message	Done log	Enhancement	SW
00000009	Ajya Sharma	04/17/2011	10:20:30	Ajya Sharma	04/17/2011	Done log	Done log	Enhancement	SW
00000010	Ajya Sharma	04/24/2011	11:25:55	Ajya Sharma	05/01/2011	New test with whole data	How to test face new fields	Enhancement	SW
00000011	Ajya Sharma	05/05/2011	20:18:59	Ajya Sharma	05/05/2011	Issue in SD - order does not working	There is issue in Sales orders	Enhancement	SD
00000012	Ajya Sharma	05/05/2011	21:48:42	Ajya Sharma	05/05/2011	testing log	testing log	FCO	FCO
00000013	Ajya Sharma	05/05/2011	22:07:16	Ajya Sharma	07/19/2011	another new item test	validation	FCO	FCO
00000014	Ajya Sharma	05/05/2011	22:07:07	Ajya Sharma	05/05/2011	complete the testing	That issue is complete the testing	Project	Material Storage
00000015	Ajya Sharma	05/07/2011	09:37:52	Heetha Ajya	05/10/2011	Now item for done	This is just for done	Enhancement	Material Storage
00000016	AJAYSHARMA	05/11/2011	11:31:28	AJAYSHARMA	05/11/2011	new item	new item test	FCO	FCO
00000017	Ajya Sharma	05/09/2011	19:42:44	GyanSys Developer	06/23/2011	For test done	This is doing done	Enhancement	SW
00000018	GyanSys Developer	04/06/2011	07:20:33	GyanSys Developer	06/29/2011	Item-Cards	Background about the Item Details	Break Fix	Bank
00000019	Heetha Ajya	06/19/2011	06:51:24	GyanSys Developer	06/29/2011	SALES ITEM DETAILS	Sales Order	Enhancement	SD
00000020	GyanSys Developer	06/23/2011	05:11:48	GyanSys Developer	07/29/2011	Done item	Done item	Enhancement	SD
00000021	Ajya Sharma	04/02/2011	09:33:34	GyanSys Developer	07/14/2011	test	test	Enhancement	SW
00000022	GyanSys Developer	07/04/2011	07:51:17	GyanSys Developer	07/16/2011	Item done	Item	Break Fix	SW
00000023	GyanSys Developer	07/05/2011	04:13:40	GyanSys Developer	07/05/2011	ADAP	ADAP Item	Enhancement	SW
00000024	GyanSys Developer	04/16/2011	04:16:56	GyanSys Developer	04/16/2011	ADAP	ADAP Item	Enhancement	SW
00000025	GyanSys Developer	07/05/2011	05:16:40	GyanSys Developer	07/14/2011	SAP	ADAP	Enhancement	SW

gTrack is an efficient issue tracking tool developed by GyanSys to create, update and resolve issues reported by customers, employees or consultants. Following are the key features this tool boasts of:

Simple tracking of any SAP/nonSAP Issue

Any item or issue that requires tracking, can be logged & maintained here. It functions as a holistic tracking platform, by providing access to information about the time & resource responsible for the creation or change of an item. The transaction to maintain the master data can be easily embedded to standard SAP configuration.

Highly Customer Centric

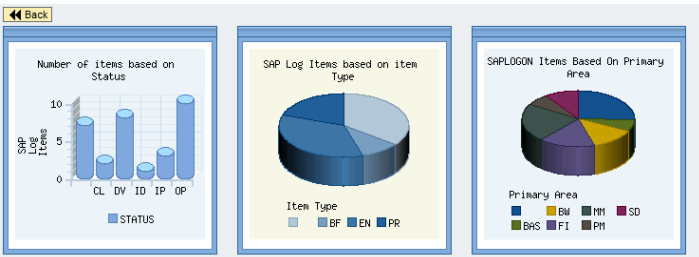
Allows for extensive customizations as per customer requirements. The tool offers provisions for user personalization, e.g.: what columns & filters are available in a single view etc. The tool is designed to cater to easy navigation across the different views. The tool features an ability to attach documents, images etc.

Achieve High Efficiency in Task Prioritization

The tool allows for colored representation of tasks depending on the criticality of the issue.

Effective Optimization of Resource Utilization

gTrack aids in assigning resources for specific tasks and facilitates the allocation of their time for over the next 4 weeks.



The gTrack application provides a graphical representation of comparative analysis in multiple areas

gTrack- Simplifying issue management in SAP

A single source for all your organization's management reporting activities

Critical Business Issue

Delivering projects within stipulated deadlines, while adhering to pre-determined budgets can be daunting especially in growing organizations. This could be alleviated to a large extent by effectively tracking and addressing issues on a real time basis. Some of the major bottlenecks include:

- Resource allocation
- Prioritization of issues on the basis of complexity
- Identifying issues at the right time and determining the area that it belongs to
- Tracking the status of the issue and the extent of its completion

GyanSvs' gTrack Tool Value Proposition

Streamline Change Management	The tool facilitates the organized processing of change requests, estimation of technical effort & time involved, and analysis of root cause; thus aiding in guiding the projects to a successful closure.
Aids in easy Identification of Problem Areas	gTrack defines the primary & secondary areas within SAP that the issue lies under. It helps determine the number of SAP users impacted by a certain issue as well as the business areas affected.
Assists in monitoring compliance	The tool has a provision to analyze compliance checks associated with the issues.

GyanSys Overview

GyanSys is an innovative, global SAP Systems Integrator and Reseller. Combining cutting edge technology and comprehensive capabilities across industries & business functions, GyanSys collaborates with clients to help them excel in their business. GyanSys provides dedicated SAP systems for rapid prototyping and piloting to accelerate implementations. Specializing in the latest SAP technology including Business Analytics and the New Dimension SAP Suites, GyanSys creates Rapid Deployment Solutions for customers.

“gTrack has provided a very cost effective mechanism to manage and maintain an online trouble ticket system, support ticket or an incident ticket system, depending on the need”

“gTrack has a database as the main storage repository for all data & this is managed by a business logic layer of the application”