

## *Colaboration is the key for success and **BITTRACKER** is the path.*

**BITTRACKER** is a state of the art system that enables the creation of collaborative environments. **BITTRACKER** is a powerful, totally WEB based tool, which allows users, irrespective of location, to collaborate in the management of projects, tasks, issues and problems. Users can receive notifications, contribute content and collaborate in the creation of a readily accessible knowledge base.

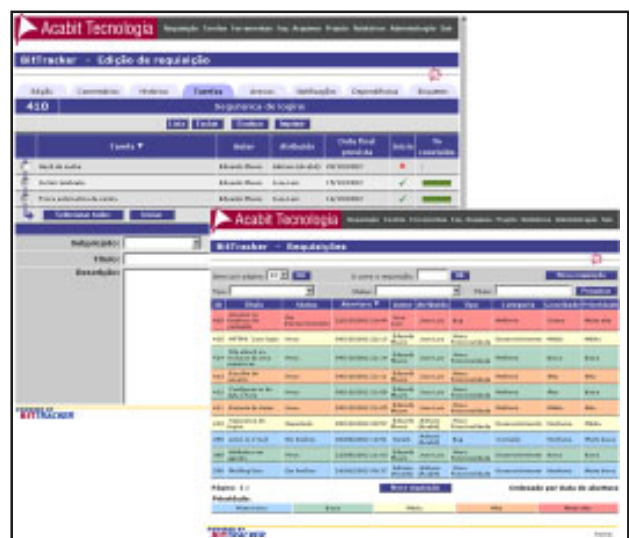
**BITTRACKER** increases the productivity of resources by allowing members of a project team to collaborate easily irrespective of location. Documents, designs, project plans and presentations can be stored in **BITTRACKER** and are easily and quickly accessible through a standard web browser. **BITTRACKER** works for any type of project from software development, engineering, construction or publicity campaigns, in short any project where a number of individuals need to collaborate.

**BITTRACKER**, with its powerful set of functions, provides an ideal environment for suppliers and customers to collaborate in a simple and secure manner. Customers are informed of progress while members of the team share a common source of information about a project.

**BITTRACKER** provides a rapid return on investment due to the improved efficiencies resulting from fewer meetings, better communication, less delays in sharing information and common understanding of tasks to be performed.

With **BITTRACKER** you will be able to:

- ◆ Know what is being done when and by whom.
- ◆ Follow the progress of tasks and monitor the agreed deadlines.
- ◆ Monitor issues raised and changes requested by customers.
- ◆ Set priorities, organize, delegate issues and assign tasks.
- ◆ Monitor the performance of the team members.
- ◆ Be notified when important events occur.
- ◆ Create a knowledge base in a collaborative manner.
- ◆ Create areas for discussions and opinion polls.
- ◆ Publish news, articles and FAQs.
- ◆ Make files available worldwide.

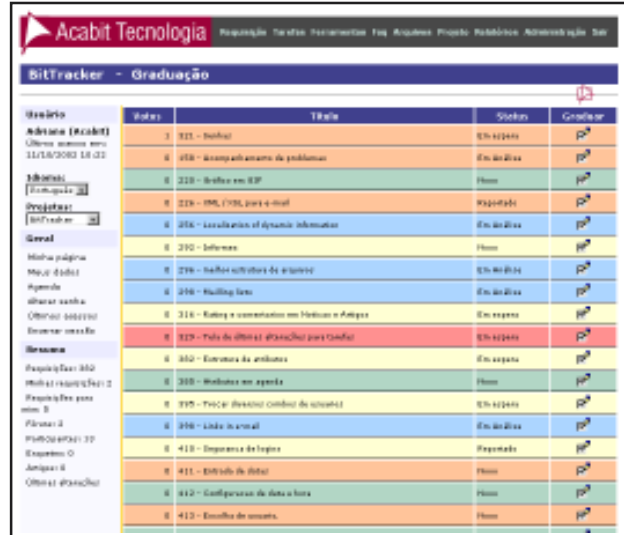


## Application

**BITTRACKER** is an efficient and flexible product that is installed on an Internet or Intranet Server. It allows real time collaboration and communication between users that are geographically dispersed.

If you experience communication problems in your company, industry or outsourcing relationship **BITTRACKER** may be your solution. **BITTRACKER** is an easy to use tool that allows you to share knowledge as illustrated by the following examples:

- ◆ **Project Management.** Share project plans, specifications and project issues. **BITTRACKER** provides a central repository for change requests, bug reports and issues.
- ◆ **Legal Practice.** **BITTRACKER** provides a central repository for all issues related to a case such as research documents, analysis, evidence, investigations and scheduled dates.
- ◆ **Commercial.** **BITTRACKER** provides better control over decisions, purchasing, deadlines and deliveries. It reduces the communication cycle between departments.
- ◆ **Customer Support.** **BITTRACKER** allows you to create a separate area for each of your products and services. Clients can obtain information, manuals, white papers, FAQ's, raise issues and log fault reports.
- ◆ **Advertising agency.** **BITTRACKER** supports all steps in a campaign, from conception to finalization. It provides a real time communication channel between the customer, agency and mediators by providing a shared view of tasks, deadlines and layout approvals. Detailed reports can be extracted about the status of the overall campaign.

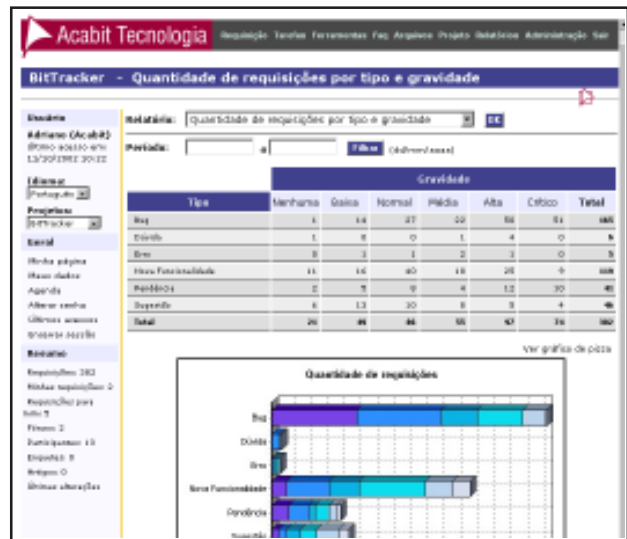


Id	Titulo	Status	Gravacao
1	321 - Trabalho	Em andamento	100%
2	322 - Acompanhamento de problemas	Em andamento	100%
3	323 - Trabalho em ERP	Finalizado	100%
4	324 - PMS, CRM, ERP e mais	Em andamento	100%
5	325 - Atualização de dinâmica de mercado	Em andamento	100%
6	326 - Informações	Finalizado	100%
7	327 - Trabalho software de internet	Em andamento	100%
8	328 - Marketing plano	Em andamento	100%
9	329 - Rating e comentários em Notícias e Anúncios	Em espera	100%
10	330 - Plano de trabalho @Planilha para Control	Em espera	100%
11	331 - Estrutura de arquivos	Em espera	100%
12	332 - Trabalho em agenda	Finalizado	100%
13	333 - Trabalho de controle de qualidade	Em andamento	100%
14	334 - Lista de e-mails	Em andamento	100%
15	335 - Segurança de dados	Finalizado	100%
16	336 - Estrutura de dados	Finalizado	100%
17	337 - Configuração de dados e hora	Finalizado	100%
18	338 - Estrutura de usuários	Finalizado	100%

## Primary characteristics

- ◆ **Totally WEB based:** **BITTRACKER** can be accessed from most modern web browsers on most operating system platforms such as Windows, Unix and Linux. **BITTRACKER** does not install any software components on the user workstation. Access is therefore quick and convenient from anywhere in the world.
- ◆ **User Friendly interface:** The user interface is intuitive and simple to use. All functions of **BITTRACKER** are available through the web interface.
- ◆ **Multi-projects:** **BITTRACKER** supports any number of projects.
- ◆ **Customizable:** Images, logos, colors and methods can be easily configured to customize **BITTRACKER** to suit individuals customers requirements and identity.
- ◆ **Multi-language:** **BITTRACKER** supports multiple languages. It is currently available in English and Portuguese, other languages are available on request.
- ◆ **Scalable:** **BITTRACKER** was designed as a high performance product using a three tier technology approach. It can be installed on a single server or a number of concurrent servers (webfarm).

- ◆ **Secure:** **BITTRACKER** has a permission based access control system. Users are associated with profiles that provide access to different projects and functions. All operations are logged in an audit trail with the user ID.
- ◆ **Personal Settings:** Users can personalize the settings for colors, fields to be displayed and search criteria. The settings are stored in the central **BITTRACKER** repository and do not rely on persistent cookies. The user is therefore presented with their preferred settings irrespective of the workstation or location that is used to access the system.
- ◆ **Extensible:** **BITTRACKER** was designed to provide maximum flexibility while maintaining consistency. New fields and rules can be created that address the specific needs of your business.
- ◆ **Remote administration:** **BITTRACKER** was designed to be fully web based. Administration is done through the browser interface providing easy and convenient remote administration and support.
- ◆ **Reports and graphics:** **BITTRACKER** provides a rich set of reports and graphics. The reports can be configured to provide detailed analysis of issues, tasks, projects, team members.
- ◆ **Dynamic content:** The system allows the addition of new information. You do not require any HTML knowledge to create new pages. All information in the system can be related in a simple manner that makes hypertext a reality.



## Keep yourself informed

**BITTRACKER** creates transparency by allowing authorized users to keep themselves informed about the resolution of issues and the progress of tasks.

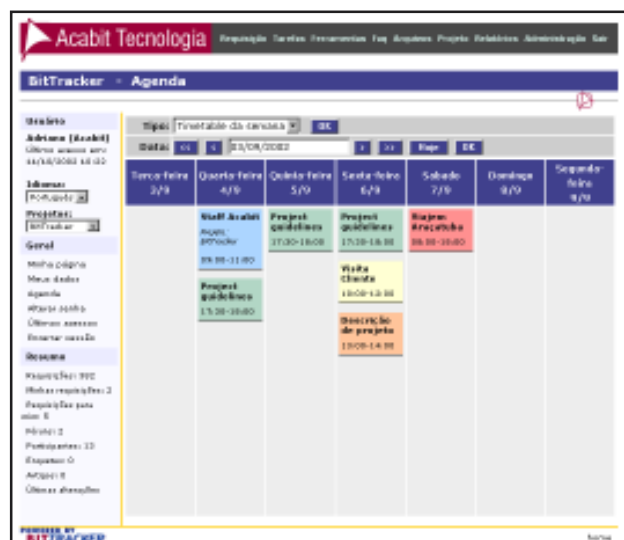
A customer, who placed a request, always knows what is happening and can even be notified when a change occurs.

The notification subsystem of **BITTRACKER** can inform users when a new issue is raised, when the attributes of an issue are changed, when a task has been completed or when a new message has been placed in a discussion area.

Every user can configure to which notifications he or she wishes to subscribe.

**BITTRACKER** provides a diary subsystem where members can schedule meetings, seminars and visits.

Dynamic links can be created from the diary to the issues to be discussed.



## Control your projects efficiently

**BITTRACKER** places projects under your control by providing detailed statistics and reports. It answers questions such as who raised more problem issues? Which issue has not yet been addressed? Which tasks are behind schedule? How much time was spent solving a specific issue? Which issues were the most important? Configurable reports and graphics provide these, and many more, answers at a simple click of the mouse.

## Create your workflow

**BITTRACKER** allows you to create a different workflow for each type of issue. It is simple to configure the steps to be taken and the procedure to be followed to resolve an issue. **BITTRACKER** sends notifications to the responsible users when the state of an issue changes.

**BITTRACKER** can also inform you who when issues are not being handled promptly. With the help of the reports it is possible to monitor which issues have not been addressed by the assigned users. This helps you to eliminate the bottlenecks in your process and ensures that your quality of service objectives are being met.

## Total security

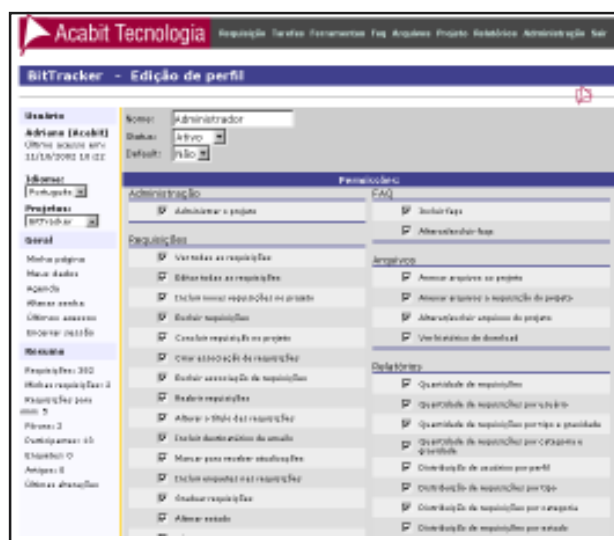
**BITTRACKER** was designed with a high level of security and audit features in mind. Each user can only access information authorized by his or her profile. Each action, which changes the data, is recorded.

The project manager can, whenever required, modify the permissions of a profile and/or block the access of an user from a project.

The project manager is able to monitor when and from where a user last accessed **BITTRACKER**, who is currently logged in and which users have used the system during the day.

If the user enters the password incorrectly three times in succession the user ID will be blocked and an advisory e-mail will be sent to that user.

A user with administrative rights can unblock the user and reset the password at any time.



**BITTRACKER** forces users to change their passwords on a periodic basis.

### Minimal requirements

Workstation:

- **Operating system:** Any platform that supports the browsers described below.
- **Web Browser:** Internet Explorer version 5.0 (or higher), Netscape 6.2 (or higher), Mozilla 1.0 or Opera 6.02.

On server:

- **Operating system:** Windows 2000 Server
- **Web server:** Microsoft Internet Information Server 5.0
- **Data base:** Microsoft SQL Server 7.0 or 2000

If you need more information about the **BITTRACKER**, if you want to make an appointment with one of our consultants for a presentation or if you want to request a test environment call us or access our sites: [www.acabit.com.br](http://www.acabit.com.br) or [www.bittracker.com.br](http://www.bittracker.com.br)



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