



Issue Tracking System improves organization and communication For giant sales/service/support group

The Client

One of the largest sales, service and support organizations for the egg-grading and packing industry in North and South America

Total Assets: ?

Number of Employees: ?

The Challenge

To convert the existing ad hoc issue tracking "system" into an automated system that can be accessed by all employees across the enterprise.



The Tools

Windows SharePoint Services 3.0 (WSS)

Windows 2003, IIS 6.0, SQL 2005

Dot Net 3.0 Custom DLL (Template/Solution) Installations



The Solution

Saras America implemented Windows SharePoint Services (WSS) 3.0, allowing the organization's employees and clients to manage a variety of issues, both internal and external, in a very efficient and streamlined manner.

The Results

Utilizing efficient teamwork, organized expertise and punctuality, and staying within budget, Saras America successfully implemented a custom developed Issue Tracking System utilizing Windows SharePoint Services 3.0

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Saras addresses need for centralized system

In November 2009, one of the world's largest and most successful sales/service/support businesses for the egg-grading and packing corporations met with Saras America and requested the development of a custom Issue Tracking

System. Until that time, this corporate giant was lacking any kind of Issue Tracking System and relied solely on an uncontrolled, unorganized and scattered individual email system.

According to the company's IS Manager, "...everyone had to manually handle their own issues, with no coordination or ability to escalate/elevate outstanding



According to this individual, the company always had to “re-invent the wheel when faced with the same similar type of mechanical issue.” They urgently needed an application that would allow their employees and clients to log new requests, make notifications and provide an automated process of escalation.

The Saras America developed Issue Tracking System would enable this corporate giant to administrate matters of contention as reported by their employees and clients (both internal and external) using a centralized system. This system would insure that the reported issues would be addressed in a timely and interconnected matter.

WSS 3.0 identifies and solves the problem

When approached by the client with this important requisite, Saras America conducted an in-depth review of the matter and confirmed that Windows SharePoint Services 3.0 was the most appropriate and beneficial solution.

As Saras America previously explained to the corporation, WSS 3.0 brought with it a multitude of capabilities crucial to the success of the Issue Tracking System. Some of these capabilities included:

- Authenticated and authorized users that would be allowed to login, create and view new issues, and to visualize an advanced Dashboard containing categorized issues and developments
- The ability to use an issue management application that creates various categories/subcategories

Following an explanation by Saras America, the corporation immediately recognized that these capabilities would allow them to be highly organized and efficient, and met their needs.

“Now, with the completed solution, we are able within any given moment of time to see a comprehensive list of all outstanding issues; we can sort by department, individual, piece of equipment, etc...,” says the IS Manager. “The ability for workers facing the same types of problems in different geographical areas to communicate with one another on best practices and fixes is a tremendous help.”