

TrackWise Services

Implementation — Integration — Customization



TrackWise is an enterprise quality management solution that optimizes quality, ensures compliance, reduces risk and lowers costs for companies across industries. Its configurability allows clients to define, track, manage and report on core quality activities that are critical for success.

As a premier TrackWise partner, Glemser offers flexible and innovative TrackWise deployment services—both on-site and off—for clients in North America and Europe. Our consultants implement these services either as customizations of best-practice accelerators or as implementations of pre-configured packages.

We can also help clients upgrade TrackWise, migrate records, perform analytics, access quality information on tablets, and integrate with enterprise resource planning and enterprise content management systems.

Implementation

We start with the following procedures, which we then tailor to meet specific client needs.

- Gather and analyze business requirements
- Gather customer feedback through prototypes and demonstrations
- Design and build the system
- Develop design documents
- Configure and test the solution
- Train trainers, site administrators and end users
- Go live
- Provide post go-live support

Integration

We develop Sparta Quality Connect and web services integrations in the following areas so that clients can achieve additional efficiencies in TrackWise.

- **Product Data Lookup** – We dynamically populate TrackWise selection lists to improve enterprise searching and reduce on-going support costs
- **Process Handoffs** – We automatically transfer data from one process to another to improve enterprise quality
- **Automation** – We program calculations and link related metadata to reduce processing time and improve quality

Document Management

We specialize in developing and integrating document management systems with TrackWise, Documentum and Microsoft SharePoint document management systems.

We are also developing the Glemser Quality Connector to help clients effectively maintain the link between Documentum and TrackWise.

Professional Services

We deploy TrackWise applications through full-system development life cycle services, including

- Project management
- Business process analysis
- System architecture and design
- System configuration changes
- System and validation documentation development
- Report development
- Implementation support
- Administrator and end user training
- Ongoing maintenance and support
- Software upgrades
- System integration
- Migration planning, execution and verification

