


# Dynamsoft Issue Tracking Anywhere

## The Web-based Issue/Bug Tracking System

Dynamsoft Issue Tracking Anywhere is a web based issue tracking system designed for issue/work item tracking, bug tracking, customer support and project management.

Issue Tracking Anywhere has two editions: Standalone and Hosted. Issue Tracking Anywhere Standalone can be downloaded and installed on your site. Issue Tracking Anywhere Hosted uses SaaS (Software as a Service) as the delivery model and is fully managed by Dynamsoft. Issue Tracking Anywhere Hosted can simplify your IT infrastructure, lower your TCO (total cost of ownership), increase your cost prediction and improve your team productivity.

With easy-to-use and intuitive interface, Issue Tracking Anywhere for bug tracking is convenient, effective and professional in tracking and managing both business and technical issues.



IssueTrackingAnywhere™

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[15 Users Free Installation \(Standalone\)](#)

[Free Hosting Plan is available \(Hosted\)](#)

### ❖ Why do you need Issue Tracking Anywhere?

- **Issue tracking / Bug Tracking** - Issue Tracking Anywhere can be used to track reported work items, bugs, defects, issues, tasks, feature requests, etc. In Issue Tracking Anywhere, all issues are instantly searchable and traceable, making it easy to manage these issues through to resolution.
- **Project Management** - In Issue Tracking Anywhere, all issues are organized by projects. Issue Tracking Anywhere helps your companies to manage the projects by enforcing rigorous development process at each stage of issue resolution.
- **Customer Support** - Issue Tracking Anywhere enables you to collaborate with your customers by allowing them to submit issues, obtain status and cooperate with you in resolving problems and developing new features via the Web, which helps build a streamlined and satisfying customer support.

## ❖ FEATURES & BENEFITS

- **Web-based Architecture**  
100% web based; built on ASP.NET; supports all major browsers
- **Easy, Efficient and Flexible User Interface**  
The interface is designed with you in mind. It is intuitive, easy-to-use, yet powerful.
- **Powerful Query**  
With the powerful query designer, you can get instant and deep insight of your data.
- **Highly Customizable**  
Field, field rule, screen, data form, email and workflow can be customized according to your needs.
- **Process-driven and Role-based Workflow**  
Issue Tracking Anywhere workflow is adaptive to your unique process.
- **Automatic Email Notification**  
Automatic email notification keeps you informed anytime, anywhere.
- **Audit Trail**  
The audit trail maintains change history for issues allowing users to trace the history of all activities.
- **Security**  
Support HTTPS Protocol; Assign access permissions to user/group globally and within projects.
- **Reporting**  
Display current status, aging, trends and other aspects of projects and issues.

"The search ability and the custom ability to create your own search criteria are out of this world!

To top off great products, there is fantastic support and a great team behind these products.

Thank you and keep up the great work and product solutions!"

Dave Safley, CTO/Founder  
ParagonHost, LLC

### **To Learn More, Visit Our Website**

For more information about features and benefits, pricing, white papers, case studies and to download a free evaluation copy, visit [www.dynamsoft.com](http://www.dynamsoft.com).

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