use cases

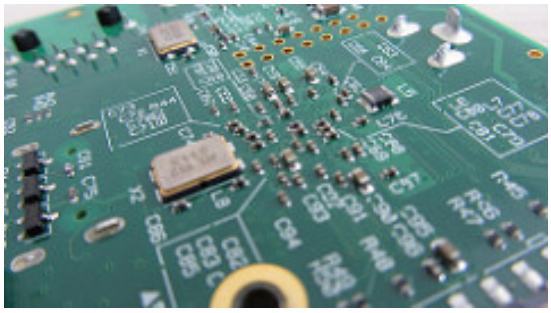
issuetrak

engineering

motorcycle manufacturer manages product development

When your reputation is on the line for every motorcycle you produce, quality is of the utmost importance. Knowing this, the engineering department of a major motorcycle manufacturer turned to Issuetrak to help manage their product development. As internal representatives requested development, the engineering and design team needed a standard workflow to gather materials, information, and get everything approved and prioritized. Issuetrak helps keep the engineering group organized with processes running smoothly.

engineering firm facilitates tech support



Any service or product you sell requires excellent customer service. To ensure the highest level of service for their customers, one engineering company in New York uses Issuetrak to help track their technical support teams and customer maintenance groups. In producing circuit boards and software to run on those boards, the firm has to make sure all their customers needs are recorded, assigned, tracked, and handled. Issuetrak helps them keep manage their maintenance contracts and stay on top of their tech support.

large cable company tracks engineering requests

Cable companies provide Internet, TV, and phone services to thousands of customers every day. Keeping their equipment running optimally requires a full team of employees staying on point. A popular cable provider uses Issuetrak to keep track of all of their internal IT and engineering requests. Any employee can report an issue about any piece of equipment, so the engineering team can respond quickly. Issuetrak helps them stay organized and efficient, which ultimately helps keep thousands of customers happy with services that are working and reliable!