Symbiant Tracker

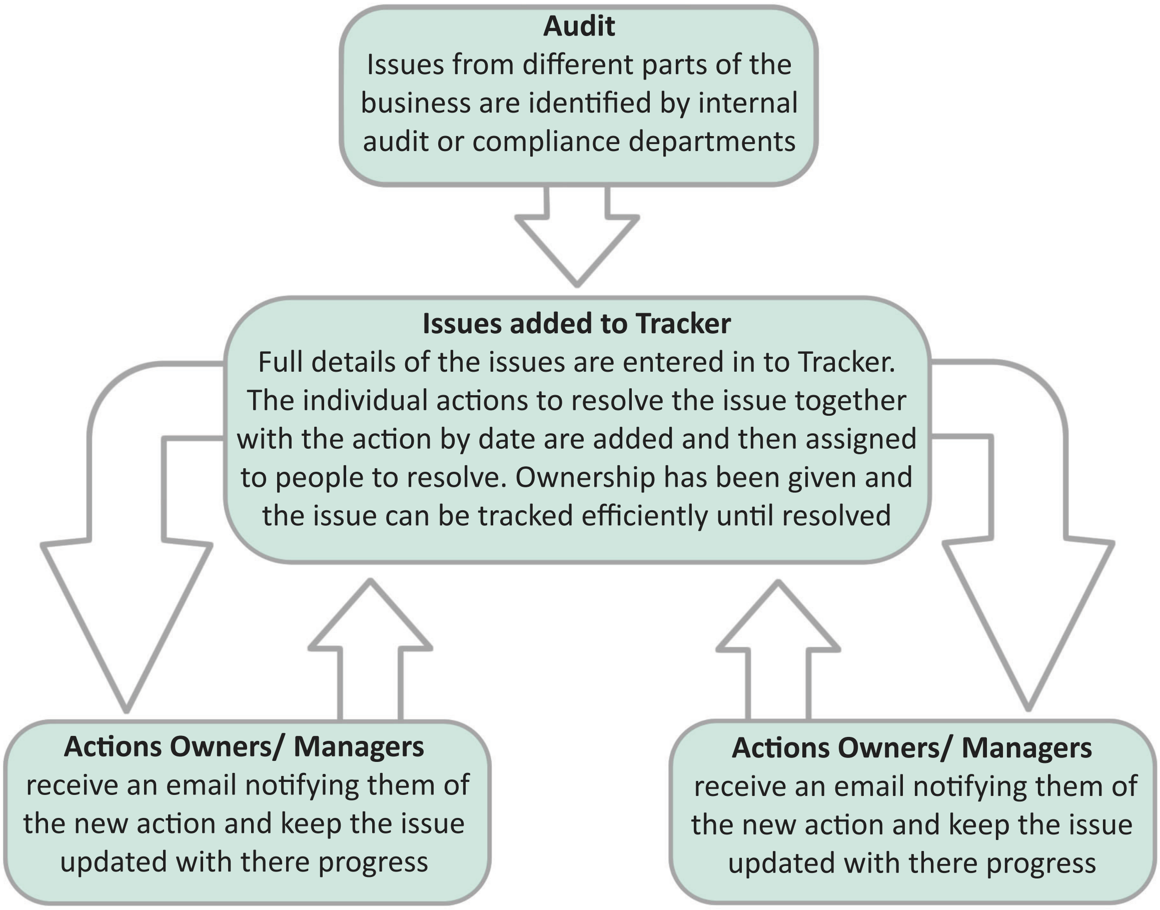
Issue Tracking Solution

Product Overview

The only issue management solution that is endorsed by Europe's largest professional accountancy body, The ICAEW.

"We are very impressed with Symbiant Tracker. Its simplicity and ease of use aligned with its flexibility and extensive reporting capabilities make it a very useful tool for any internal audit department."

The Institute of Chartered Accountants in England and Wales



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Symbiant Tracker Overview
Symbiant Tracker is a web based issue tracking solution that enables actions to be efficiently tracked to conclusion. Automated emails notify users and managers of new assignments, issue updates and overdue or close to overdue actions. Tracker is very effective, easy to implement and embed and best of all it instantly produces all the reports you need for audit committee or management. Key features include:-

- **It is web-based (internet or intranet) so only needs to be installed on a server and can be accessed easily by all users using a web browser**
- **Allows for an issue to have many parts, a one to many relationship**
- **It is updated by the owners of the actions so that at any moment in time, you can see the up-to-date status of issues throughout the organisation**
- **It sends automated email prompts to users when a new action is assigned to them or if they need to update their actions**
- **It can assign the same action to many users and also break actions down into many separate actions, all of which can be tracked to conclusion**
- **Drop-Down options can be available to individual division which allows the system to be used company wide without confusion**
- **Documents or files can be attached to the issue or in responses**
- **It has highly flexible reporting so you can see the exact information you need to see**
- **Customisable so you can use terminology that suits your organisation as well as your own logo**
- **Automated emails for all events and update notices**

Tracker was developed to track the completion of Internal Audit recommendations and actions because this is the main area where the audit function can fail, the reason being make shift solutions such as office tools are not very effective and require a great deal of time and effort to manage. With proactive tracking of issues by using Symbiant Tracker, you can ensure that those issues are resolved in a timely and efficient manner and that value is thereby added to the organisation.

Continually improved on with feedback from highly esteemed organisations such as The Bank of England, KPMG and the ICAEW, Symbiant Tracker is currently the worlds leading audit action tracking solution.

Percentage implementation of internal audit recommendations is a standard metric for assessing the performance of internal audit functions and is frequently where they fall down. Their recommendations are their product, after all, and if they are not implemented, then their work has been in vain. Tracker assists by setting the action up for the user to update with their progress. When the Audit Committee comes around, there is no running round trying to find out what has happened to those long-forgotten recommendations, you just go on to Tracker and produce the required reports.

What really makes Tracker such an effective tool is how it assigns ownership of actions to assignees. The assignees then keep the action updated with their progress. Documents, files or images can be attached at issue or action level to give the assignees more information and by respondents to support their responses.

Automated emails inform users of new assignments, issue updates, responses and actions that are close to or have become overdue. Because Tracker is web based it is easily accessible by anyone who needs to use the system. New users can then be added as and when required and the automated emails send the user their account details and explain what they need to do and how to access the software.

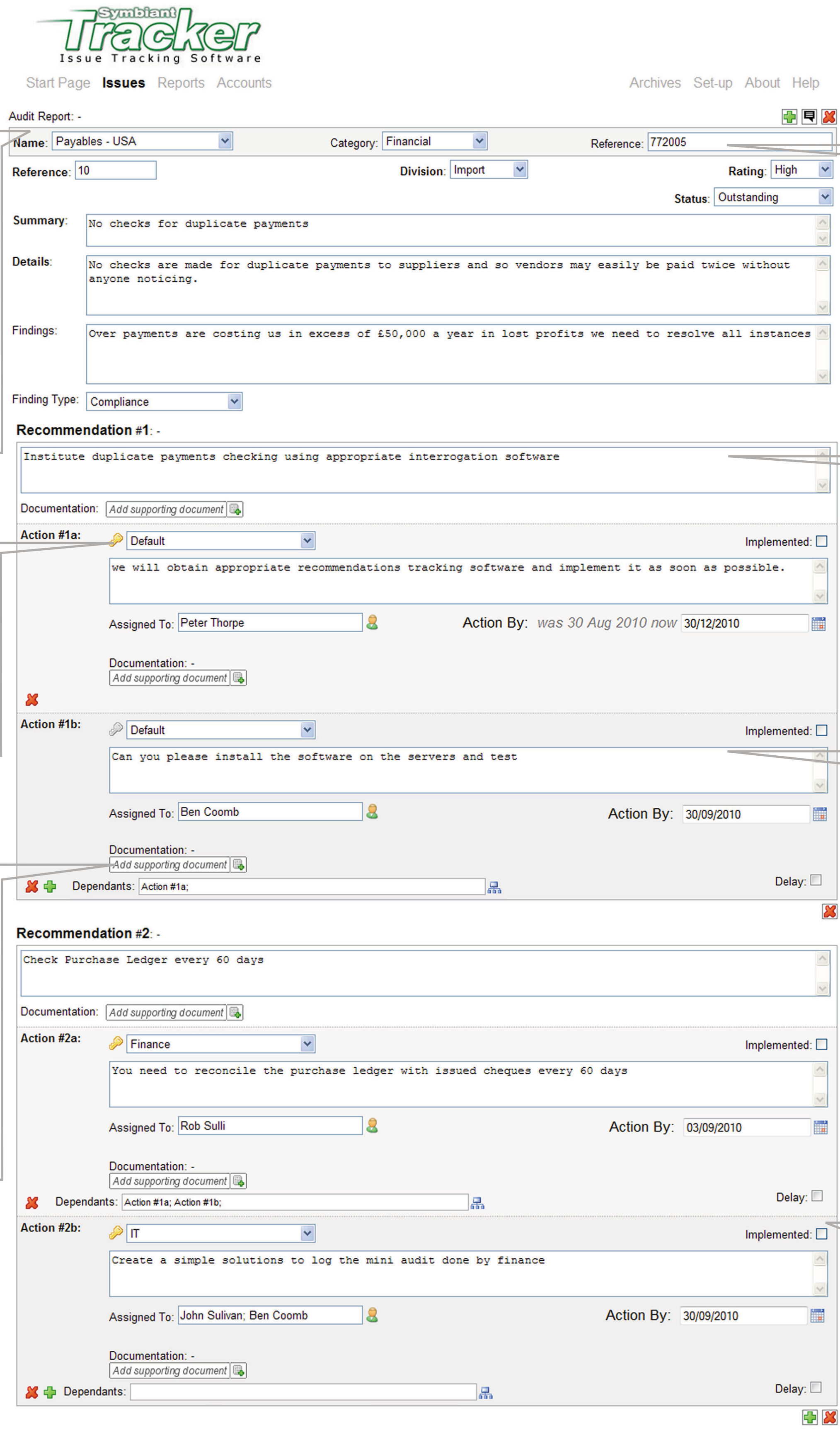
Adding an issue with multiple parts

The Tracker interface is simple and clean, you can add all the individual issue components that need to be recorded and tracked, including "nice to haves" but not key to the issue being resolved. Assigning actions to multiple users and breaking issues down into a number of actions both help fit the system to what you actually want doing. Then you can track completion at any level you want. You can also make actions dependant on other actions being completed first and delay actions until other actions have been completed.

Issue Details
All issue details can be entered with all the individual parts tied to it, so irrelevant of how many actions there are it will always be a single issue

Key Actions
You can mark the actions that are key to the issue being resolved and report on them separately

Documents
You can attach supporting documents at issue, group or action level. Assignees can also attach documents in replies to support their responses



Customise
All headers, titles and drop downs are defined by you in *set-up* so you can bespoke to your own requirements

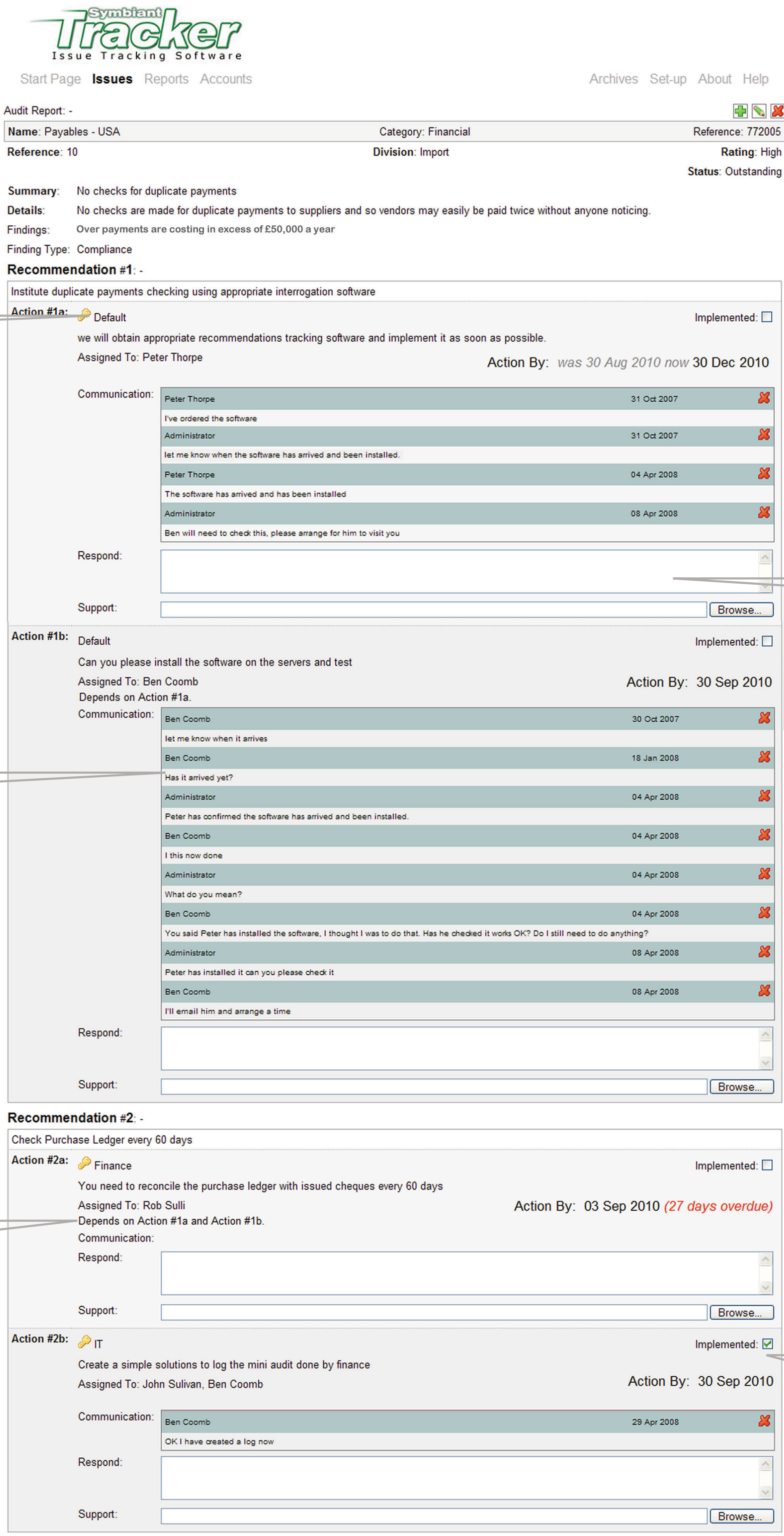
Group
group sets of individual actions together under an objective or recommendation

Actions
each action has its own "action by" date and can be assigned to one or more assignees, a group or a manager who can re-assign to people in their division.

Implemented
each action can be marked as completed independently of the main issue status changing

One click view

With one mouse click you see all the issue details and all the responses and replies to each action



Key Actions
See which are the key actions

Respond
reply to feedback and attach supporting files or URL links

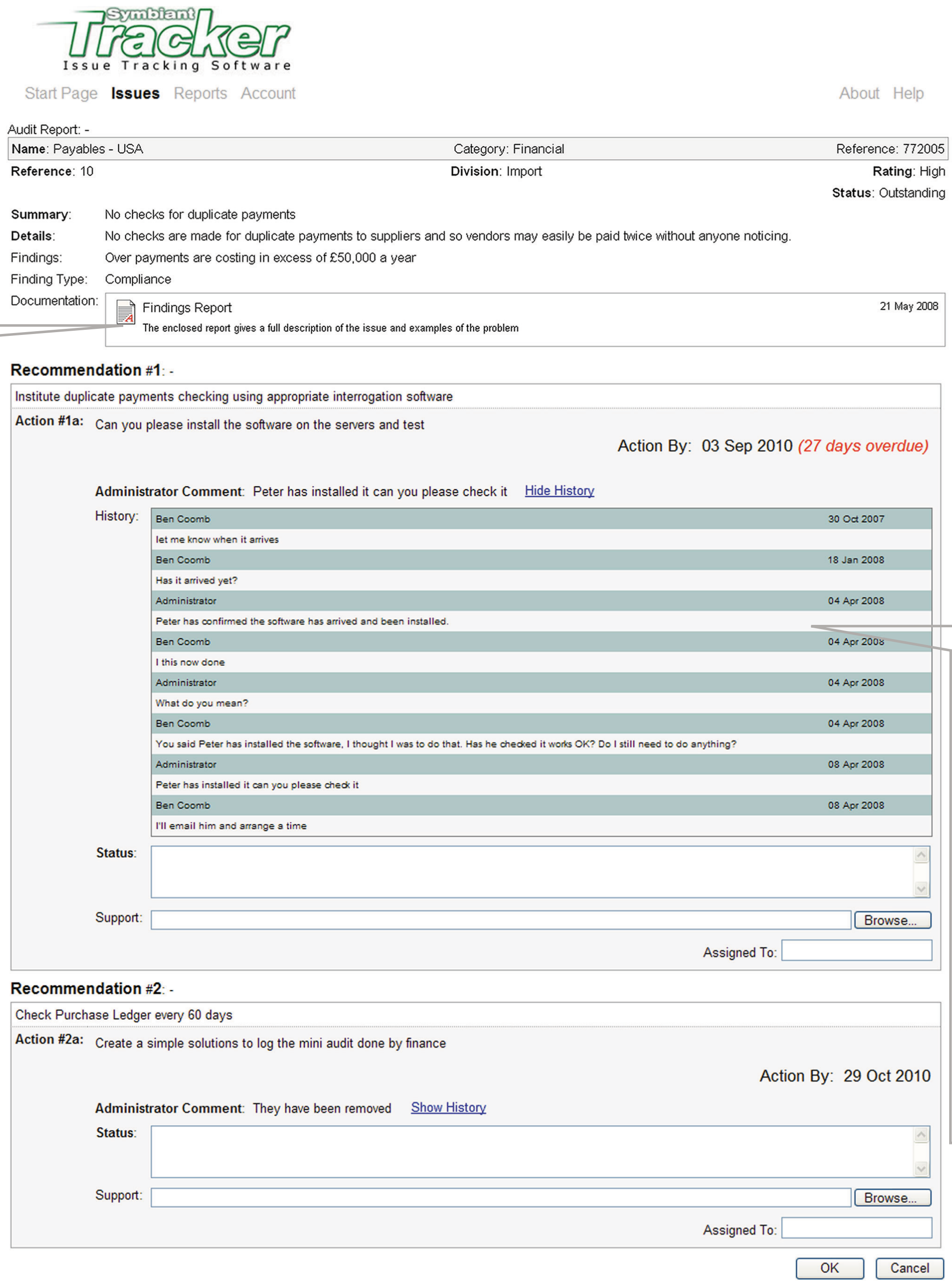
Dialogue
see all the feedback and replies relating to an action neatly tied to the relevant action

Dependencies
Make action dependant on other actions being completed first and even delay actions until these actions are done.

Implemented
See which actions have been done

The Assignees View

The assignees interface is like the rest of Tracker, clean and simple, they can see all the relevant details relating to the actions assigned to them. *They cannot see actions not assigned to them even if they are part of the same issue*. Because the interface is clear and uncluttered users can start using the system with no training, for those who need a little guidance there is built in context-sensitive Help. All the user has to do is respond to each action to keep the system up to date with their progress. Managers or Administrators can then monitor the progress and respond to the assignees if needs be. All dialogue is neatly attached to the relevant action for easy viewing.



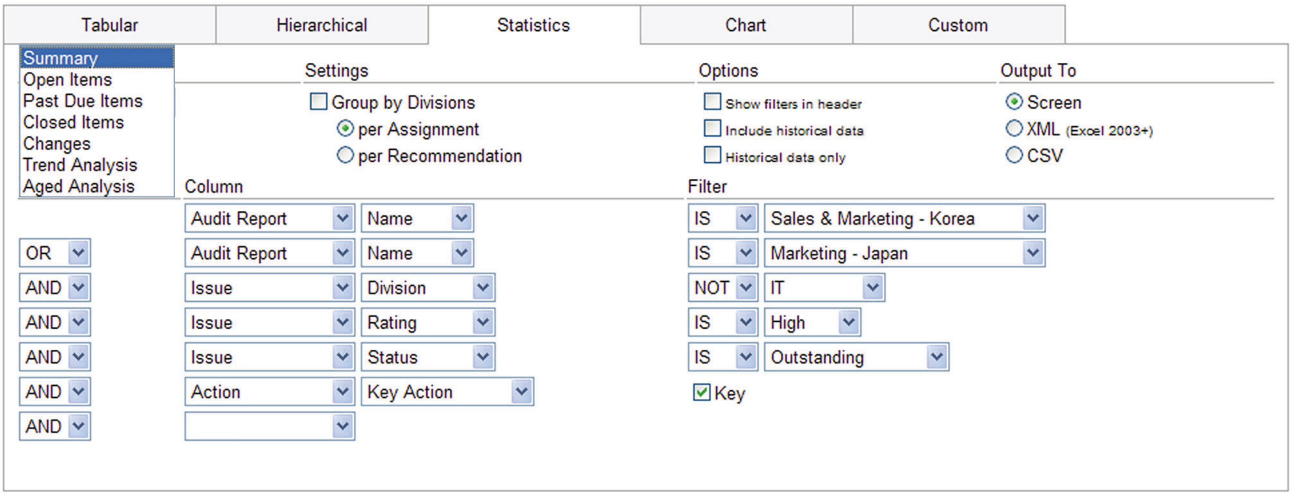
Issue Details
users can read what the issue is and view any files or links that have been attached

Respond
assignees reply to each action separately and can view the dialogue belonging to the action. This allows all parties to be fully up to date with the current progress and keep the issue details up to date with their progress. They can also attach files to support their responses.

Powerful Bespoke Reporting

Being able to produce detailed accurate reports is a fundamental part of issue tracking, that is why the Tracker reporting suite is exceptionally powerful. Packed with all the reports most users would need as standard there is even a custom report builder if you require something different or unique as a one off or on a regular basis.

The advanced reporting suite also allows you to quickly locate problem areas and sticking points. All changes and user activity is also recorded and detailed audit reports are standard.



Filters

So you can report on the exact information you require, the report filters allow you to look for an exact match (**IS**) or exclude (**NOT**) on any of the information stored with an issue. Further filters can be **AND/OR** for the next selection

This is Equal to This **OR** *This is Equal to That* (reports on either)

This is Equal to This **AND** *This is Equal to That* (reports on issues that include both)

By using these filters there is no need for further manipulation on the data and you can even include how the report was filtered in the report output so you know what the data relates to e.g. the above would say

Audit Report Name is "Sales & Marketing - Korea" or "Marketing - Japan" AND Issue Division is not "IT", Issue Rating is "High", Issue Status is "Outstanding", Key Action equals "true"

Reports can be exported as Screen, CSV or XML data which allows you to create an instant report you can print or import the data to other applications such as a database or spreadsheet.

Customising Tracker

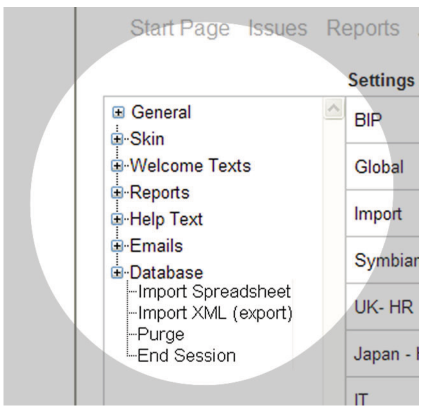
Top level administrators who have access to *set-up* can customise Tracker and bespoke it to your exact requirements including uploading your company logo to replace the Tracker logo. Tracker is so flexible you could even convert all the text to another language, including the help files.

Drop Downs

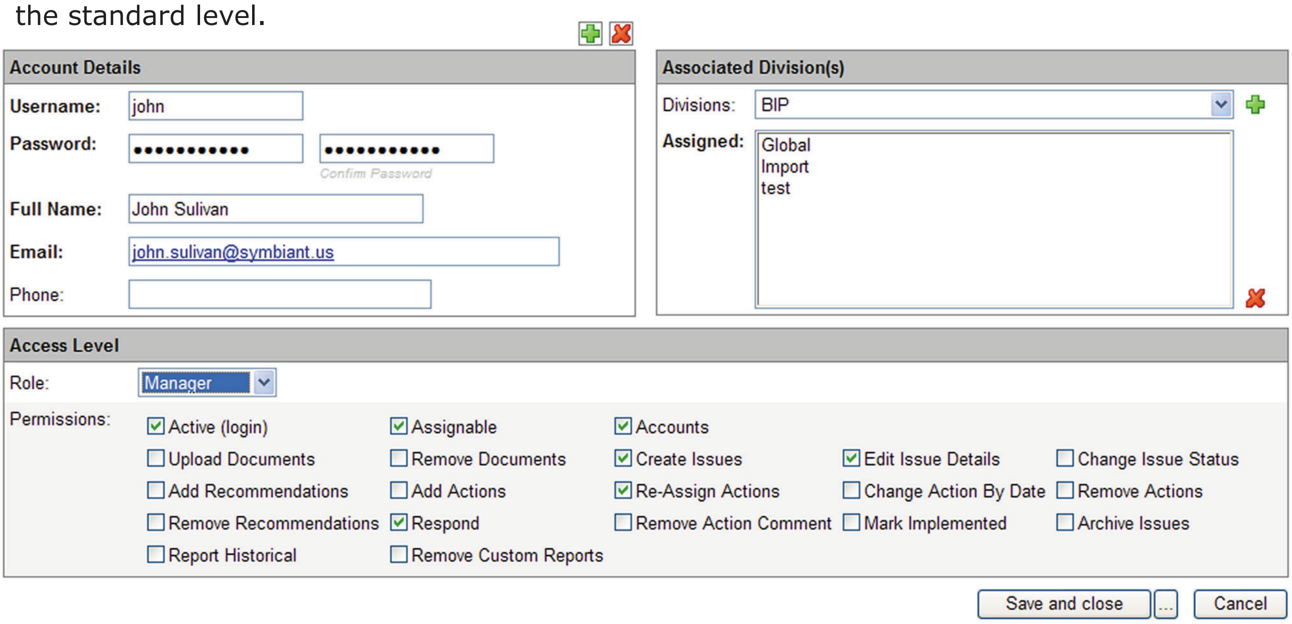
All the drop down selections are populated in set-up so you can add new items as and when.

Import

If you currently have issues listed in a spreadsheet or in Word you can import them directly in to Tracker.



Multi Level Accounts
Tracker has 3 main user levels but the manager level (see below image) allows you to bespoke the privileges from view only to admin. Because managers can only manage issues and users within the same Division(s) this gives you the flexibility of having admin managers who can administer at a divisional level. The view only is suitable for external auditors or other individuals who need to produce reports and nothing else.
Levels are:
Admin - super users who can see and manage all issues
Manager - flexible user level from view only to sub admin and can only work and report within their allocated divisions
User - assignees can only report and respond to issues assigned to them, the user level is the standard level.



Re-Assign
A useful privilege of the managers level is the ability to re-assign issues, this allows you to assign actions to managers for them to re-allocate to users in their divisions.

Although Tracker is a simple tool that is easy to use it is very comprehensive. This is because it has had continued enhancements for the past 9 years. As client demands have increased so has the functionality of Tracker. Below are just a few of Trackers advanced features

- **Issue with many parts and each action can be tracked individually**
- **Link actions to one or more parent that needs to be completed first**
- **Delay actions until parent actions are completed**
- **Advanced user security including audit of logins**
- **Assign actions to single or multiple users with action by dates**
- **Attach supporting documentation and URL links**
- **Assignees can attach supporting files with responses.**
- **Full audit on changes**
- **LDAP compliant for Windows single sign on**
- **Automated emails notices for all events, CC and individual suppress**
- **Password reset via email so users can reset their own lost passwords**
- **Advanced powerful reporting with custom report builder**
- **Drill down into audit reports**
- **Report on archived data**
- **Fully customisable (including text and corporate branding)**
- **Drop-downs selections restricted to divisions**
- **Two step delete and ability to re-import removed data**
- **Import from spreadsheet or Word**
- **Export to industry standard reporting tools**
- **Intuitive clean design, no user training needed.**
- **Built in context sensitive Help**
- **Broadcast email to users who have an outstanding issue**

Affordable
Tracker has been designed around the end users requirements which is an issue tracking solution that is easy to implement and get user buy in and has all the features and functions a modern-day audit or compliance department will need. It dramatically reduces the workload and costs of follow-up and reporting and also makes the department much more effective. Any company who currently uses a spreadsheet as a make shift tracking solution will instantly benefit from using Tracker.

With flexible pricing options to suit all budgets and our SAAS cloud service you could be using Tracker for only £200 per month. See **http://www.symbiant.net/toffer** for more details on this.

With companies world-wide using Tracker it is a proven solution. It's already built to meet most needs but can be customised if required. So you can see how Tracker will benefit you we offer a free 3 month trial if you host it yourself or you can try our SAAS service for just £1 or free for 1 month if you have it populated with demo data.

Training is also included so there are no expensive consultancy fees. Upgrades to future versions and enhancements are part of the package so you will always be up to date.

We have two versions of Tracker, Standard and Pro, a comparison sheet is on the next page but the main difference between them is the ability to have an issue with many parts. Standard Tracker is 1 issue - 1 action. Pro also allows you to lock menu drop down selections to specific divisions, making it better to use over a group. It also allows email notices to be sent to people who are not directly involved with the issue or action or for some reason may not themselves have access to Tracker but need to be aware of things that need to be done or becoming overdue.

Symbiant Tracker is priced well below the normal tender threshold levels, which in itself saves the company money.

With hundreds of companies world-wide using Tracker including government, big 5 accountants, leading financial institutions and well known household names, Tracker is a proven solution. It's already built to meet your needs and so you don't need to pay for further development. So you can see how Tracker will benefit you we offer a free 3 month trial

To see overview videos of Tracker go to **http://www.symtrack.com/videos**

Contact
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Or via the contact us on our web site http://www.symbiant.net/contact

Feature	Standard	Pro
Audit Reports	Unlimited	Unlimited
Issues	Unlimited	Unlimited
Recommendations	1 per issue	Unlimited
Actions	1 per issue	Unlimited
Rate issues (High, Med, Low, Red, Green, 1, 2, 3, 4, etc.)	✓	✓
Issue status (open, closed, implemented, unverified, not adopted etc.)	✓	✓
Assign actions to auditees (or divisions)	✓	✓
Mark action complete (separate to issue)	✗	✓
Attach documents (or hyper links)	Issues only	✓
Full status history	✓	✓
Supporting status documents	✓	✓
Drill down into Audit Reports	✓	✓
Fully filterable display	✓	✓
Advanced filters	✗	✓
Quick link / identification of critical issues	✓	✓
Issue alert notices	✗	✓
Automated emails	✓	✓
CC emails	✗	✓
Suppress individual emails	✗	✓
Include issue details in email	✓	✓
Standards compliment reporting	✓	✓
Custom reports	✓	✓
Statistical / Graphical reports	✓	✓
Hierarchical reporting	✗	✓
Full audit	✓	✓
LDAP (AD) / Single Sign on	Optional extra	✓
Password rotation / reset	✓	✓
Block failed access attempts	✓	✓
Custom user permissions	✓	✓
Customise text and help files	✓	✓
Corporate branding	✓	✓
Custom drop-downs	✓	✓
Drop-downs restricted to divisions	✗	✓
Import issues from spreadsheet	✓	✓
Restore archived / deleted data	✓	✓
Database management tools	✓	✓
Full context sensitive help	✓	✓
Intuitive web based GUI	✓	✓
Compatible with all modern web browsers	✓	✓
Microsoft® enterprise architecture	✓	✓