

appSolutions
www.app-solutions.com

appSolute Management Overview

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Agenda

➤ **appSolute Excellence: Company profile**

appSolute Management

appSolute Excellence

appSolute Management

Change Management solution integrated with Roundtable TSMS®

appSolute Deployment

Deployment processing toolset extensions for Roundtable TSMS®

appSolute Consulting

Evaluation, implementation, upgrades of Roundtable TSMS®, Progress and Dynamics environments, ...

appSolute Development

Application Architecture, Development, Deployment and hosting of Progress OpenEdge applications

appSolutions - PROGRESS

Progress Application Partner

PROGRESS technology experience
since 1995

- Tech Support, Consulting, Training, Design, Development & Deployment
- Services provided to partners and customers direct or through Progress Software world-wide

appSolutions – PROGRESS ...

- PROGRESS Dynamics®
 - Maintenance of Roundtable Dynamics integration and Roundtable Dynamics Deployment packages
- Other Progress-based frameworks & tools

Extreme Dynamics founding member

appSolutions - Roundtable

Roundtable TSMS®

- Technical Support for European customers
- European Pre-sales and Sales
- Roundtable TSMS® consulting and mentoring
 - Consulting, Evaluation, Implementation, Training, Customization and maintenance of Roundtable environments

appSolutions - Roundtable

Roundtable TSMS® ...

- Framework integration
 - Roundtable® PROGRESS Dynamics®
 - Roundtable DWP – 2008
 - Integration with other Progress-based frameworks underway

Agenda

appSolute Excellence: Company profile

➤ **appSolute Management**

appSolute Management

The screenshot displays the appSolute Management application window. The main window has a menu bar with 'File', 'Tools', 'Management', 'Projects', 'Clients', 'Reports', 'Setup', 'Window', and 'Help'. Below the menu bar is a toolbar with various icons. The main area is divided into several sections:

- CallDesk** (top left): A sidebar with a navigation pane and a list of call details including 'Call category', 'Call reference', 'Client code', 'Call type', 'Call status', and 'Call priority'. It also has radio buttons for 'All Calls', 'Completed Calls', and 'Open Calls'.
- Search/Filter** (top right): Fields for 'Created from', 'Completed from', 'Required from', 'Assigned to', 'Workgroup', and 'Component'. There are also 'Search' and 'Reset' buttons.
- Call Log** (bottom): A table listing calls with columns for 'Call reference', 'Call category', 'Client code', 'Summary', 'Assigned to', 'Call status code', 'Call priority', and 'Call type code'.
- appSolute Management login** (bottom left): A dialog box for logging in, with fields for 'Login Name', 'Password', 'Language' (English - United States (EN-US)), and 'Company' (<None>). It also shows the 'Processing Date' as 20/12/2007.

Call reference	Call category	Client code	Summary	Assigned to	Call status code	Call priority	Call type code
ASLOG2007-0766	SERVICE	AS	Disk cleanup on asmaster		NEW	P3	MAINT
ASLOG2007-0770	SERVICE	AS	Database conversion: Paradox db to Access db conversion.	lars	ASSIGNED	P3	
			ase conversion: Paradox db to Access db conversion	lars	ASSIGNED	P3	
			print external users access	lars	ASSIGNED	P3	
			public demo needs to be updated and made available for DE	thomas	ASSIGNED	P2	TO-DO
			call BackupAssist/MestTS	lars	ASSIGNED	P3	
			Center Virtual Machine Manager	lars	ASSIGNED	P3	
			ro. Install and setup on ASGALAXY	lars	ASSIGNED	P3	
			content db for companyweb on ASMASTER.	lars	NEW	P3	
			ble on Beyond Compare	lars	ASSIGNED	P3	TO-DO
			CE: Install and setup on VM on ASGALAXY	lars	ASSIGNED	P3	TO-DO
			ET: BackupAssist must execute database backup scripts	lars	ASSIGNED	P3	TO-DO
			pyg: appSolute Hosting setup	Joakim	ASSIGNED	P3	TO-DO
			TER: Install Windows SharePoint Services 3.0 Service Pack 1	lars	ASSIGNED	P3	TO-DO

http://www.app-solutions.com/en/Services_Solutions/Solutions/appSolute_Management

appSolute Management

appSolute Management

Core modules

- Setup and configuration
 - International settings, employees, workgroups, call categories, project management settings etc.
- Product Management
- Client & Client Product Management
- CallDesk (help desk)
 - E-mail integration
- Product Release Management
- Knowledgebase

appSolute Management

appSolute Management

Core modules ...

- Roundtable Integration
 - CallDesk integrated with Tasks in Roundtable TSMS
- Topics and Templates – standardizing call and knowledgebase content

appSolute Management...

appSolute Management

Enterprise Modules

- Project Management
- TimeSheet and Mileage Management
- Client Delivery management
 - Management of product deliveries and updates
- New modules planned for 2008:
 - Asset Management
 - Expense Management

Public WebClient demo available at
<http://demo.app-solutions.com>

Private demo setups available on request

appSolute Management – RoadMap

2007

- OpenEdge 10.1B → appSolute Management 4.0
- Client delivery management – extending product version and release management
- Various CallDesk productivity improvements
- Outlook® Task integration

appSolute Management – RoadMap

2008

- Enhanced Product and Product License Management
- Rich Text for CallDesk and Knowledgebase
- PS:eScript web interface
 - Basic CallDesk for employees via web
 - End-user access to CallDesk and Knowledgebase
 - TimeSheet registration via Web
- Enhanced mail server integration – automated import and processing of emails
- Closer Roundtable integration

appSolute Management – RoadMap

2008

- TimeSheet & Mileage export to finance systems
- Workflow for Calls and Client Deliveries
- Expense Management, Asset Management
- New Progress Advanced UI (.Net interface)
 - OpenEdge 10.2A and Dynamics 4.Net

appSolute Management – RoadMap

Other planned features

- Eclipse task integration using Web interface and Mylin
- Integrated document and attachment management
- ITIL compliance
- TimeSheet and Project integration with billing solutions
- Integration with appSolute Deployment to track deployments made to clients

Next steps?

Please contact

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for demos, pricing, implementation
etc.

