Customer Testimonials

"Heather's professional demeanor projects her clients' commitment to quality & service. Her experience is second to none. One of the most satisfying experiences working with Heather has been her consistent ability to follow-up and follow-through, not some of the time but every time. This has not been our past experience with other companies, but with IssueTrak, it is our experience with everyone we speak to. And, for that I am beyond grateful."

Dione Carlock
Maricopa County Public Works

"We're using IssueTrak for all our site issue management needs, as well as our modification suggestions and management process. The fact that the application is web based means that we can have users in our Warehouse, Call Center and Support areas.

The data associated with issue close out etc., has already proved invaluable in assessing our reaction to problems, as well as the workflow thru-put of staff. The ability to attach images etc. is great for our warehouse. Email notification for critical issues is a fantastic monitoring tool."

Chris Smart
Ralph Lauren Polo

"I'm learning the administration of IssueTrak, and I must say your people have done an excellent job."

Earnest Hiscox
Raytheon

"If you are looking for workflow and issue management, light on administration setup time yet VERY feature rich, you really cannot beat the affordability, professional services, and support staff at IssueTrak."

Andrew Marshall
Campus Apartments

“Thanks for upgrading our IssueTrak cloud site this weekend. We love the dashboard and the new reporting functionality.”

Greg Atkins
Expect IT LLC

“I wanted to take a minute and tell you how great I think IssueTrak is. I have never worked with a program that is so easy to use. Mike Wright did an outstanding job helping me with the initial set up of the program and was very patient, that's something you don't get from most companies. I had the system up and running in just a few hours, Amazing! Your product is by far the best I've seen.

I plan on telling all my fellow school district directors about your great product, if you ever need a recommendation for your product please feel free to have any of your potential customers give me a call.”

Richard Schwartz, Director of Maintenance, Operations and Transportation
Magnolia School District

“Hey - thanks, you rock! I'll just say 'thanks' and that (and I do honestly mean this) out of all the different companies we work with, you guys seriously have been the most responsive to our needs and the development of your software. You can always use me as a reference. ;)”

Dave Robinet
Magna Steyr

“I am most impressed by everyone I have ever dealt with at IssueTrak.”

Terry Smith
Verizon

“I'm very satisfied. It's very simple and it helps me stay organized. It has also helped me respond quickly to recurring issues in terms of looking up a previously documented solution. I recently had an IT audit and they (Ernst & Young) wanted more information on the product. They said they might recommend it to other clients.”

Chris Aiken
Whitaker Controls

"IssueTrak has gone from a good idea to a business critical resource in less than 12 months. It has been enthusiastically received by our production, Information Technology, HR and Marketing/Communications Departments. Thank you,"

Mark Hollis, Director of Information Technology
Girl Scouts of Northeast Texas

"I found IssueTrak has all the features I need, is simple to use, gives me the reports that I need, and is about 1/7th the cost. I have been using them since November and have been extremely happy with their product, service and the support team is A+."

John Curry
Telesis IT Services

"And this is why I keep coming back. You folks are great! It's going to save us literally hundreds of man hours and ensure we have consistency between the organizations. I very much appreciate the responsiveness.

The auditors really appreciate it, and since implementing IssueTrak, we've seen a nearly 15% time reduction in our IT audits so we're paying less."

Jack Dempsey. IT Manager
ACS

"Everything is going very smoothly with your system. Our problem is having enough time to respond to each issue properly! It is very good to know the demand for help. This company had no idea until IssueTrak about how much support was necessary to keep this company going."

Donald E. Radle
Agrana Fruit U.S

"We are extremely pleased with IssueTrak! Our employees have found it simple to use and love receiving e-mail messages regarding issue status."

Lisa Beck, Systems Administrator
Farmers State Bank

"IssueTrak Support is awesome. Keep up the good work. With your product, I know I could relax and keep my peace of mind."

Bobby Lingan
Classic Bank, N.A.

"We certainly think the world of IssueTrak and are very impressed with it's design and capabilities. Your programmers and the entire IssueTrak team has done a most wonderful job. You all have been wonderful!"

Roderick Kendrick, Sr.
Horizon House, Inc.

"The application is working out very, very well for us - there has been very good user response from across the company and it has helped tremendously in our organization to tidy up our internal processes."

Leonie Proper
Todd Pacific Shipyards

"First off, Thank You for developing an excellent product like Issuetrak. We implemented this 4 years ago, and have since undergone numerous changes, including a merger, and every single time Issuetrak was able to handle whatever we throw at it. Thanks,"

Karl Grabe, B.Sc., A+, CCA Network Analyst, IT
Shepell fgi

"I just wanted to say how much we LOVE the option to be able to email an issue to someone! The ability to type in a name and click on the binoculars to get the email address is also a great feature (I know-- we asked for it.) I just had someone ask me the other day to tell you how much we love the "email an issue" feature -- also crazy about the ability to print an issue! Great job!"

Charlene Yuschak, Information Services
Trader Publishing Company

"Oh my gosh! IssueTrak does that ITSELF! (Automatically inserts back and forth email correspondence in the issue records.) This product so totally, totally ROCKS!"

Elisabeth Hunt
International Species Information System

"We are extremely happy with the product and service we receive from everyone at IssueTrak. Thanks,"

Robert Barto
Michigan State University

"IssueTrak is fully utilized throughout Ferrotec. All my customers (end-users, clerks, supervisors, management, and executive) utilize IssueTrak to initiate issues, projects, action items, knowledge base searches, etc....

The software is extremely easy to use, which is important because logging an issue is a discipline-- If it is not easy.... end-users will not enter the issue and implementing the system will not be accepted. The software is also easy and flexible to setup. The software and system is also extremely fast and always available. The designers have given a tremendous amount of thought, in terms of the functionality. Tons of options! Web-based is the way to go... anyone, anywhere, can enter and monitor in IssueTrak.

We are extremely happy with IssueTrak. Currently, we are implementing IssueTrak for all the maintenance and facilities departments. IssueTrak will not only be used to communicate to the IS department, but will be used for the maintenance and facilities departments."

Rob Blinn
Ferrotec

"We are also beginning to use IssueTrak as a time-tracking process (LOVE THIS APP!!!)"

DJ Fisher, Systems Manager
Sam Swope Auto Group, LLC.

"We purchased IssueTrak from you earlier this year, and we're very happy with the product. I must say our management team is very impressed with your software too. It's made us (the IT department) look quite good! Thank You!"

Andrew Dorney, System Administrator
Ludowici Mineral Processing Equipment Pty Ltd

"The more I do with IssueTrak, the more I want to do!"

Mike Morris
Optus Telemation

"I have to say we've been very pleased with IssueTrak in the 6 or 7 months we've had it implemented. We'll be sure to let you know how we like this latest and greatest version. Thanks again!"

Jason A. Crome, Senior Software Engineer
DEVNET, Inc

"Thanks. IssueTrak has been a big part of our success!"

Jeff Taylor
IP Telephony & Security Group

"Our users just want to do everything in IssueTrak. It is rock solid and we are extremely happy with it."

D.J. Damian
Van Can Manufacturing Co.

"This software is really a good product- I'm enjoying configuring it to my specifications! Thanks for your help!"

J.A. Soule. Network Manager & Systems Administrator
Downs Associates, Inc.

"Your product by and large is very accessible for our (visually handicapped) staff. You might want to use this as a selling tool, particularly to government agencies as they are now required by law not to buy any software that is not accessible)."

Stephanie Bassler
DeWitt & Associates

"We use IssueTrak to support customer problems that relate to our software. We have given each customer a login and they use IssueTrak to document and send us their problem. We have just recently started using the knowledge base, by creating articles from issues that have been resolved.

We love the email functions. They hold us accountable for getting the customer's problem resolved and no problem slips through the cracks with the escalation emails. The search and reporting function has come in very handy when we resolve reoccurring problems.

My boss' personal favorite is the hour counts attached to each issue. He can track how much time we have spent on any given problem and/or project. He uses that to adjust contract rates for the next year and he has also used it to show that we need more resources (in the way of personnel!)"

Lynn Bales
Qualitrol - Hathaway Industrial Automation

“I just want a share a quick tidbit from my daily routine that I know you will enjoy*:*
I'm having a ton a fun presently with follow-up phone calls from a number of your competitors, as I did review a number of incident-tracking solutions before the selecting your wonderful product. They call me interested in what our status is with reviewing their product and I get to tell them the same canned response "*I reviewed your product, and honestly I found a much better solution with one of your competitors, IssueTrak. So we purchased the IssueTrak product and couldn't be any happier!*”*”*

Mike Larson
Solution Builders, Inc

“We went live on IssueTrak last week between the U.S. and India and this is awesome. I only hope our software package is as easy to use as yours is. I know we are pretty small, but as we grow we will be upgrading regularly. My compliments to all the developers."

Steve Gordon
Four Seasons Software

“We use IssueTrak to make sure that everyone in our organization can access information on an order at any time from any location. This helps us greatly-- a client can contact any one of our offices and speak to anyone to get an update on their order. They don't have to speak to an account manager. The features we like most about IssueTrak… the “emails on submit” with the updates, the ability to open a closed issue and view historical data, the knowledge base.”

Kevin Ward, Product Development Manager
Crosby Communications, LLC