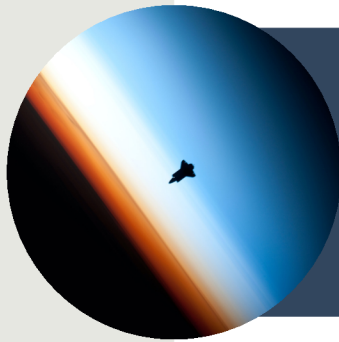## DEPLOY

ON-PREMISES

4 CUSTOMER DEPLOYMENTS OF ON-PREMISES ISSUE TRACKING SOFTWARE

Whether you're just starting out or looking to switch from your
current provider, these case studies are tools to help you
understand the best-case scenarios of deploying on premises.

www.issuetrak.com

Industries That Thrive with Premise Deployment

Contractors for Government
Defense contractors and more

Most recommended features:
- Advanced reporting
- Custom Configuration

Financial Institutions
Banks, Credit Unions, and more

Most recommended features:
- Task Manager
- Webforms

Healthcare
Hospitals, Clinics, Device Manufacturers, and more

Most recommended features:
- Asset Management
- Incoming Email Integration

Government
Federal, State and Local Municipalities

Most recommended features:
- Automated Notifications for Regulatory Compliance
- Issue Histories for audit trails

Why Issuetrak vs Others? Benefits

Data Access
- Direct access to data plus designated permissions
- Control authentication by your chosen VPN/other portal access controls
- Backend reporting with direct data access, such as API Crystal Reports

Integration Ease
- Easy integrations into existing systems
- Internal to internal API communications

Configuration Flex
- Modify your system to your unique needs
- Add as many or as few features as you need
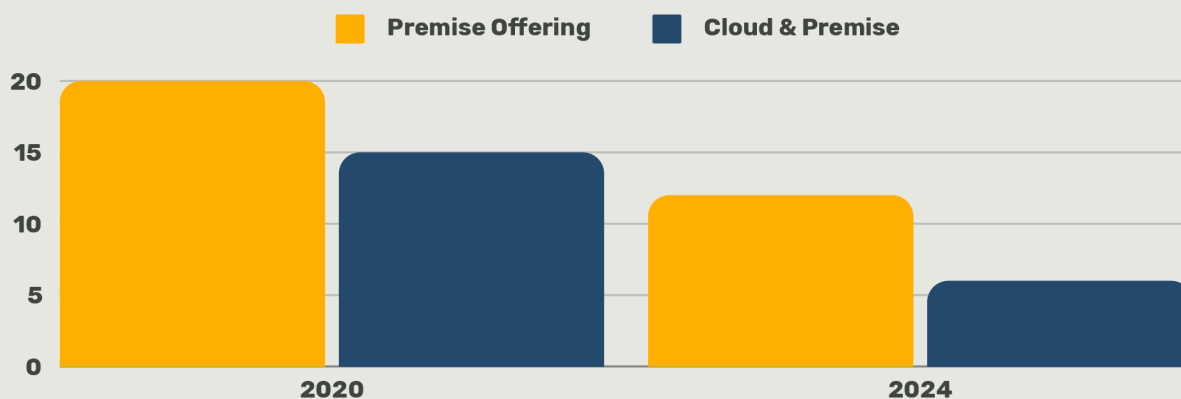- Take advantage of the help of our Professional Services team

Total Control
- Total control over data security
- Backup plans and data restoration at your cadence
- Upgrades determined by you

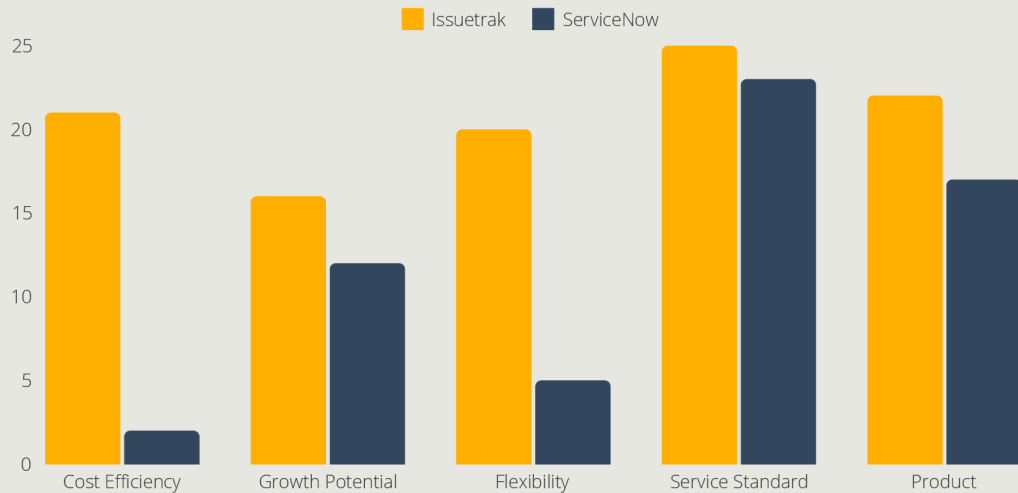## Other Vendors Are Abandoning Premise...Not Us

Vendors are pulling away from premise in favor of cloud. Jira and Spiceworks recently deprecated their premise offering. At Issuetrak, we understand the desire and need for data-sensitive industries to stay secure and maintain total data control. We pledge to these industries that premise is here to stay.

Software Vendors Abandoning Premise Put Institutions at Risk

Legend:
- Premise Offering
- Cloud & Premise

(Bar chart: 2020 — Premise Offering: 20, Cloud & Premise: 15; 2024 — Premise Offering: 12, Cloud & Premise: 6)

issuetrak

One Issuetrak customer, a global aerospace and defense company and major player in supplying critical systems and technologies for national security and military applications, needed to replace their ticketing system with a better solution that could handle Reporting, Email Integration, and Asset Management. Out of the defense company's top 5 SME choices including ServiceNow, Issuetrak's robust customization capabilities effortlessly aligned with the intricate demands of their complex organizational structure.

Issuetrak ▇ **ServiceNow** ▇

	Cost Efficiency	Growth Potential	Flexibility	Service Standard	Product
Issuetrak	21	16	20	25	22
ServiceNow	2	12	5	23	17

Their Favorite Features

Reporting

Defense contractors use advanced reporting to show their customers important statistics and provide insight regarding customer complaints and compliance demands.

spot trends

Compliance

Regulatory compliance officers can easily produce any audit trails and transaction records needed to satisfy even the most stringent industry regulations.

meet SLAs

Configuration

They were able to customize Issuetrak to their process, starting with Issue Type, Forms, Substatuses, Workflows, Quick Notes, Identity Management, user imports, and more.

sky's the limit

"

Issuetrak really set the bar for 20 SMEs we considered over a 3-month trade study.

This **aerospace government contractor** needed multiple Issuetrak sites in their on-premises deployment, separating entities like field engineering from electronic systems logistics, for example.

Issuetrak's visibility controls enhanced confidentiality by guaranteeing end-users would access only their own issues; yet the organization could still communicate together as a whole.

This company improved efficiency, saving time and effort.

- Identity Management streamlined user management.
- Asset Management automated data collection for computer hardware.

Credit Unions around the United States use Issuetrak for various issue tracking needs, including for facilities maintenance in numerous locations, or IT help desk employees who need their tech working properly to access important documents and communicate with customers. Issuetrak ensures their processes run smoothly via automation for faster response times, organized tasks and workflows, and essential reporting with customizable dashboards to recognize trends over time for operational course-correction.

# of SCCU departments using Issuetrak

	2004	2014	2024
Value	1	4	6
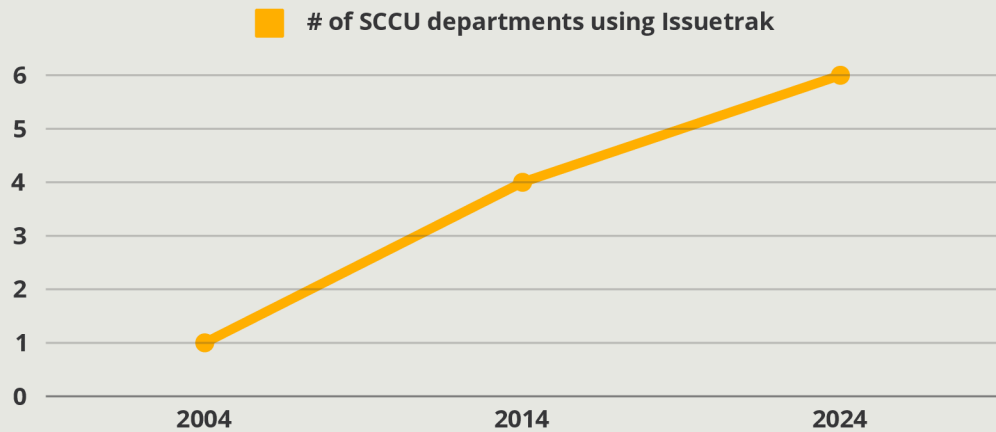
Their Favorite Features

Scheduled Issues

Any sector may require facilities maintenance. Scheduled issues offer the best of preventative maintenance, ensuring no request or issue lapses in compliance or slips through the cracks.

20 locations covered

Asset Management

Track groups of assets in any department.
- Organize mass comms over facilities repairs for safety.
- Ensure computers are up to date for secure financial dealings.

growth in 6 departments

Webforms

Email requests waste up to 2.5 hours per day. Webforms guarantee a central, sacred source of all the right information up front to start resolving issues. Even better - no login is required to submit!

countless hours saved

SCCU was able to upgrade their premise site from version 15.7 to 16.4 in under 15 minutes.

Sierra Central Credit Union (SCCU) sought Issuetrak in 2004 to help streamline their process for facilities maintenance across 20 locations. They maintain a log of every vendor they employ for facilities requests. By using Issuetrak, they can put full trust in Scheduled Issues to track and stay on top of regular maintenance.

As an added bonus, Sierra Central Credit Union can rely on Issuetrak's advanced reporting features to report to senior staff for budgeting.

Customer Case
HEALTHCARE FACILITIES

Despite our HIPAA compliance in the cloud, Issuetrak understands that healthcare institutions value or even require on-premises hosting for absolute control of their data. Numerous hospitals, clinics, and health device manufacturers rely on Issuetrak premise deployment as their topmost secure tracking tool.

Hospitals. Clinics. Medical Device Manufacturers.

Optimize treatment with

SQL

Access and analyze patient treatment plans and outcomes at the SQL table level. Easily migrate to Issuetrak and keep data in your hands.

Security over Sensitive

PHI & PII

Protected Health Information (PHI) & Personally Identifiable Information (PII) are no longer a concern with Issuetrak's supreme security measures.

Covenant Health is an innovative, Catholic regional health delivery network and a leader in values-based, not-for-profit health and elder care. Covenant consists of hospitals, skilled nursing and rehabilitation centers, assisted living residences, and community-based health and elder care organizations throughout New England.

They were able to consolidate all IT services from each individual hospital into one service company serving all hospitals.

Covenant Health fully deploys all Issuetrak features, plus add-ons of:

- Active Directory,
- Asset Management,
- Incoming Email integration,
- and Surveys.

Premise used to be the default deployment option for many healthcare institutions. Today, software often pushes clinics and hospitals to the cloud. Not so, at Issuetrak. Your network security team can quickly ascertain and safeguard data on your terms.

9
Connected Hospitals

Covenant Health connected its IT services between its 9 Tennessee hospital locations using Issuetrak.

With on-premises hosting, they sacrificed none of their autonomy.

issuetrak

Customer Case
GOVERNMENT ENTITIES

A number of municipal bodies use Issuetrak for requests and complaints tracking to address citizens' concerns. Tracking systems like Issuetrak help governments at all levels maintain accountability, transparency, and compliance.

Federal. State. Local.

South Carolina Department of Social Services is one of many municipalities across the U.S. that use Issuetrak for internal issue tracking and Civil Rights hearings case management.

The SC Department of Social Services Office of Civil Rights (OCR) is entrusted with safeguarding the civil rights of their clients, ensuring that DSS programs remain accessible. They handle discrimination claims rooted in protected classes like age, color, national origin, political beliefs, race, religion, or sex as defined by federal law.

However, staff turnover left site administrators struggling to harness their help desk.

- An Issuetrak consultation revealed untapped features that could aid and empower OCR to more effectively monitor aging tickets, ultimately bolstering their commitment to protecting civil rights.
- Moreover, by funneling work and customer responses through Issuetrak, teams were able to streamline and work from one central location they could trust.

Automation =
Efficiency

Keep operations running smoothly even during high churn and turnover. Eliminate bureaucratic hoops and send issues efficiently through the resolution chain.

Other Government Entities Use Issuetrak
Recommended Uses

Issue Histories provide audit trails of progress, statistics, & open communications to ensure accountablity to citizen requests:

- public transportation incidents
- infrastructural disruptions
- public facilities notices

1 out of 10

of our customers serve the government sector

More than 8% of Issuetrak's customer base serves the government sector and trust us to understand the intricate needs and compliance standards demanded of the industry.
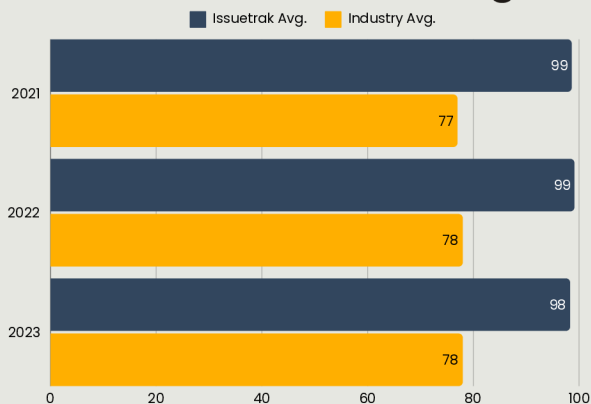
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CONNECT WITH US

About Issuetrak

Our founder created the first version of Issuetrak 30 years ago to solve real day-to-day problems: too many requests coming in from different channels, limited staff time, things falling through the cracks, and frustrated end users. Today, our versatile software platform serves teams large and small to centralize and automate issue and ticket tracking, resolution, and reporting.

issuetrak.com
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Customer Satisfaction
Year Over Year Average

■ Issuetrak Avg. ■ Industry Avg.

Year	Issuetrak Avg.	Industry Avg.
2021	99	77
2022	99	78
2023	98	78

0   20   40   60   80   100

Source: fullview.io

Our Values

INTEGRITY
COMPASSION
INNOVATION
HUMILITY
SERVICE
EXCELLENCE
PEOPLE-FIRST COMPANY

Capterra 4.6

Leader SOURCEFORGE Winter 2024

GetApp CATEGORY LEADERS 2024

Software Advice FRONT RUNNERS 2024

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