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Case Study

Retail Technologies International, Inc

DevTrack Implemented for Internal Development

Located in Sacramento, California, Retail Technologies International (RTI), Inc., is an international company that develops and distributes Retail Pro, a point-of-sale and inventory-control software program for the management of retail specialty stores and chains. Retail Pro, RTI's flagship product, is a powerful program for Point of Sale, Merchandising, and Inventory Control. Companies who have standardized on Retail Pro include Christian Dior, Louis Vuitton, The Benetton Group, the Dallas Cowboys and the Los Angeles Dodgers. In 1996, Retail Pro system sales surpassed $30 million.

Like many software development companies, RTI was still working with a "home grown" defect-tracking system.

"It was really outdated, it was written in DOS, and had limited security. It was something really basic we had thrown together," said Stacy Shulman, Lead Test Engineer. "We looked at a number of programs and the ease-of-use of DevTrack is the number one reason why we chose it."

"The Windows environment is a huge difference. Our development is much more organized and we now have better control over bugs and other development issues. We can easily track who entered which issues, and we can track the path from tech support to development to testing. It has just made us much more organized.

"The performance has been excellent and we have had no problems with the program. Administration is very, very easy," said Shulman.

DevTrack is used extensively at Retail Technologies and is used by all developers, testers, quality assurance personnel, technical support, product designers and management. For its 40 DevTrack Users, RTI runs DevTrack on a Microsoft NT network Using MS SQL 6.5 as its back-end database. In addition, via DevTrack Web, Retail Technologies has remote users accessing DevTrack including one technical writer located in Hawaii.

Added Kelsey Chatfield, Director of Research and Development, "DevTrack has been a solid product,

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and we've found the reports and graphics to be very useful."

In its first year of commercial availability, DevTrack has been embraced by some of the top companies and software development teams in North America. Clients using DevTrack now include EDS, Hewlett Packard, Honeywell DMC, Eastman Kodak, GeoGraphix, and Embarcadero Technologies. Internationally, teams at Cochlear Ltd. (Australia), Ericsson (Sweden), Orion (Norway), LionBridge Technologies (Ireland), Software Kinetics Ltd. (Canada) and Mosaic Software (South Africa) are using DevTrack.

More information can be obtained about Retail Technologies International, Inc., by visiting their website at http://www.retailpro.com. RTI may be reached at (916) 483-1656.

Additional information about DevTrack may be obtained by calling TechExcel directly or by accessing the TechExcel Web site at http://www.techexcel.com. TechExcel may be reached by calling (800) 439-7782 or (925) 871-3900.

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