

Rational ClearQuest Mail Hosting

CQ Mail Hosting is a solution for automatically storing the information exchanged via mail between the customer and the production in the course of the resolution of a case on ClearQuest

Business problem

IBM Rational® ClearQuest® is the change management product of the Rational suite. It allows efficient software life cycle management by providing automatic Workflows that make it possible to manage the entire software change process from fault notification to product release.

In the course of the resolution of a problem a large amount of information is normally exchanged between customers and laboratories aimed at solving the problem, including: the context in which the problem was detected (configuration of the product), the indications by which the problem came to light (application traces, log files), etc. ClearQuest includes functionality that allows it to attach files (Attachments) to a case, storing these attached files in the host database. This functionality requires files to be inserted manually and does not allow association of data that describe the attached file in a structured way. The use of the information container in attachments to the defect is limited and the more files there are attached, the less likelihood there is of using this information.

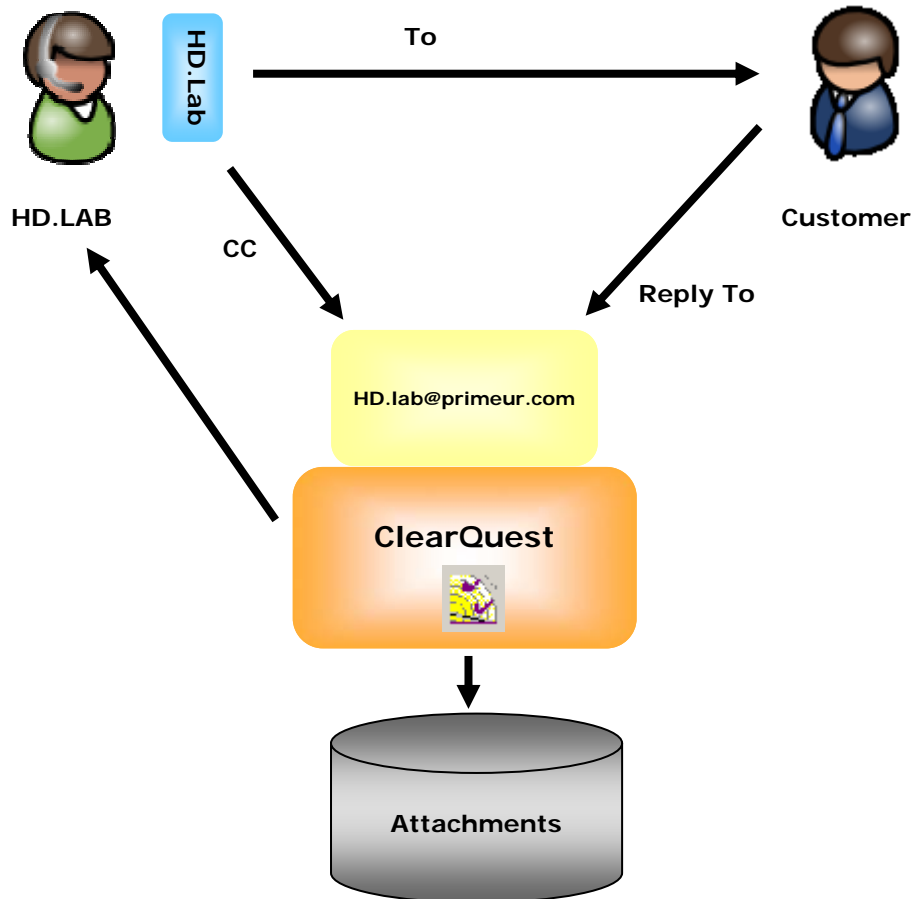
Solution description

CQ Mail Hosting is a solution for automatically storing the information exchanged via mail between the customer and the production in the course of the resolution of a problem on ClearQuest. CQ Mail Hosting communications to be classified by managing all the information that characterizes the communication, including: the case (Defect) to which it refers, the sender, the recipient, the date, the text of the communication, etc. Any files attached to such mails are stored directly on the File System, avoiding overloading of the ClearQuest database with "bulky" information; this information can be downloaded with just one click directly from the ClearQuest interface (whether Fat Client or Web).

The solution includes the following features:

- All the information relating to the communication is automatically imported into the notified defects KnowledgeBase
- Starting from the ClearQuest case (Defect) it is possible to instantly extract all the communications associated with it and all the information (files) exchanged
- No limitation on the format used in the text of the email
- The Subject of the emails exchanged must contain the defect identifier
- No limitation on the number of mails associated with a case
- Using ClearQuest Smart Search it is possible to index the information on communications exchanged as well as information associated with the attached files, enabling this information to be used for free text cross searching of the cases.

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Supported Platforms

The solution is available on all platforms supported by ClearQuest.

Who we are

Primeur is an Italian multinational company founded in Genova in 1988. We are now present in Europe, the US and South America as one of the leading vendors of middleware solutions for distributed and heterogeneous IT systems. Primeur has been focussing for years on the IBM WebSphere, Tivoli and Linux environments, becoming an IBM Premier Business Partner.

Our mission is to partner with our Customers in their journey towards successful implementation of SOA Technology and its business benefits, building SOA based technology components and privileging products that complement IBM's SOA reference architecture.

Primeur's flagship product, Spazio, has been constantly improved along the time to include the latest technologies and standards. Our solutions are available on the main hardware and software platforms such as: z/OS, AIX, UNIX, Windows, OS/400, Linux and z/Linux, VMS, Tandem.

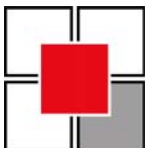
Primeur offers solutions in three areas of prime importance:

- Integration,
- Security
- System Management

Through a combination of products, services and qualified experience, Primeur solutions can also be tailored to meet the specific customer requirements

Primeur complies to a Quality Management System for Planning and Development of Software Products and Professional Service projects according to UNI EN ISO 9001:2000, certified by TÜV.

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Last Updated: 21/06/2007

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