



# Hansoft Bug Tracking System

ASP .NET & AJAX solutions with Hansoft SDK integration solution for Bug Tracking

## Executive Summary

One of the largest online gaming service providers identified the need to migrate from its older bug tracking system into a Hansoft integrated bug tracking system. The need was more for a project management system which would enable him to track and monitor the status of each bug or defect reported. It was meant to be web-based app because the company wanted its end-users, the gamers/players to be a part of the beta testing efforts. The complexity multiplied because the customer wanted localization in the website as well. In addition, search facility also needed to be provided. The search process complicated the localization process more. The customer opted for Mindfire because we had various game development projects running for the same client in various platforms which included Online Games, Mobile and Video games. The challenge was Hansoft integration and localization for all the areas where the client was operating and was planning to enter into. Mindfire took up the challenge for Hansoft integration. Within a few months, the site was successfully completed. Mindfire stood up to the expectations of the client and strengthened its business relationship with the customer.



## About our Client

**Client** A Gaming Website Firm | **Location** USA | **Industry** Online Entertainment & Gaming

## Business Situation

Bug tracking is the preliminary step to assessing the quality in the product. This assessment of quality is important because the product eventually becomes synonymous with the brand of the business. Hence defect tracking or bug tracking as it is popularly called becomes important. The end-customer being a gaming services client, where minor bugs can spoil the gaming experience of the user, special focus was given to the way in which bugs are captured and tracked. Not very happy with the existing bug tracking system, the client wanted to have Hansoft integration into a web based bug tracking system. The system has to be used by the users (gamers) worldwide to submit defects/bugs as they play the games. Hence localization had to be done. The client needed this to be done quickly and Mindfire took up the project. With years of game development and portal development projects, Mindfire proposed the initial model of the website. Happy with the design and overall architecture of the system, the customer gave the go ahead to Mindfire to proceed with the development of the system.

The code looks very good and we are very happy with the design and structure. Thanks for that and the next payment to MF has been authorized.

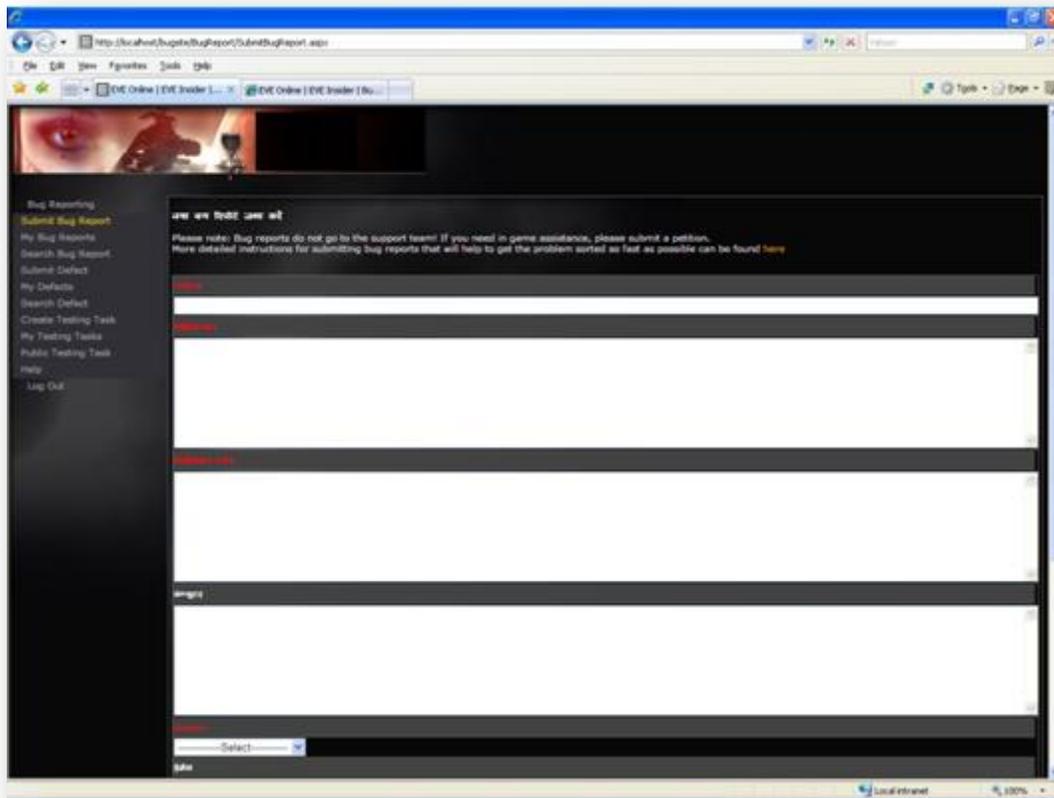


## Solution Details

### The Mindfire Solution

This is a web application designed to mainly help players having an active subscription on our client's game server to report bugs, help other external partners and staff to process the bugs and act upon them. It is the web interface to the **Hansoft** defect tracking system which is used by the staff to manage defects internally. Users can perform various actions on the bug reports and the status of the bugs can be tracked since their birth.

Major components of the system include the Bugs Site application which manages all the bug reports data, Defect Tracking system **Hansoft** which manages all the defect data and the Authentication Web Service which manages all the user account. The Bugs Site application interacts with the secure authentication service to authenticate all users who access the site and interacts with the Hansoft application using the **Hansoft SDK** to access all the defect data.



### Achievements

- We created a greatly simplified design and workflow based mechanism.
- The system designs are extensible – it is easy to add more features, support/integrate with multiple tools.

### Technologies

- Technologies used: ASP.NET 2.0, C#.NET 2.0, AJAX, SQL Server 2005, SQL Server Free Text Search, ASP.NET Web Service, Hansoft SDK



## Final Results

## Software System

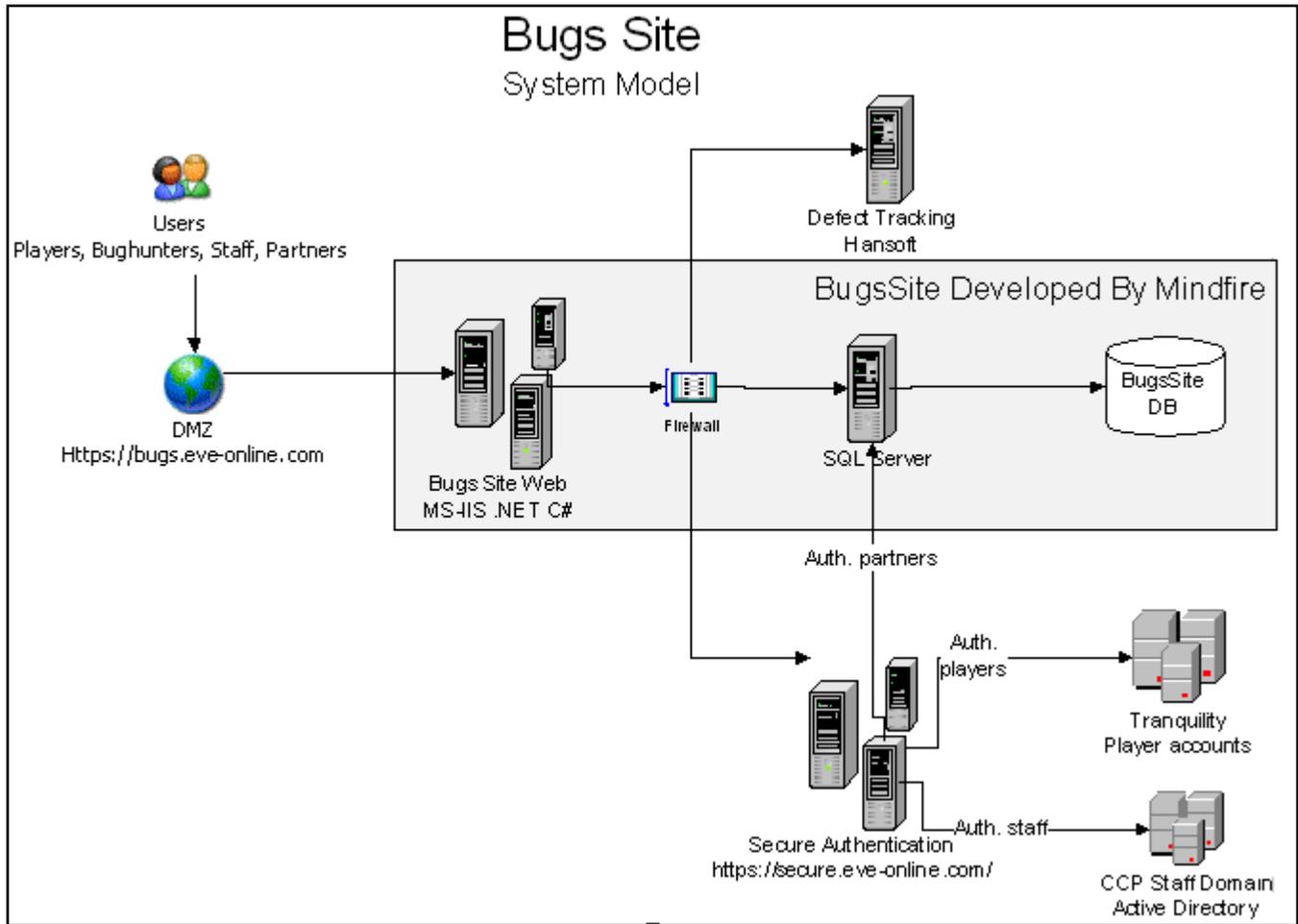


Figure 1 – System Architecture of the Hansoft Bug Tracking System

The key challenges in this project include the integration of three systems called Bugs Site Application, Authentication service and **Hansoft**, providing localization and internationalization support, providing cross-browser support, providing a search based system across data stored in multiple languages, implementing user-friendly customizable reports showing various statistics by time periods, making the UI as dynamic as possible for the Bug site admins can edit the UI text description and column names etc, implementing a auto- email feature with a dynamic email content to update a user when there's a status change in the Bug Report submitted by her also we provided options to save the user's search queries and to use them at a later time just by selecting from a drop-down.

**Note:** Hansoft is an integrated solution for agile and lean development, collaborative scheduling, real-time reporting, bug tracking / QA, workload coordination, portfolio and document management, used by the most demanding software developers in more than 20 countries. The tool is fast and easy and builds on principles of team empowerment, increased communication, transparency, and collaboration.

### Customer Benefits

- Mindfire has excellent understanding of the business, architectural, operational, customer base specific considerations and requirements for various steps/versions of the complete system roadmap.



- Working with Mindfire, the client continues to benefit from excellent talent at Mindfire and reduced overall cost for the software product development along with growth in their business.

### *Future Relationship*

Mindfire established a strong relationship with the client firm, having been involved in another project in evaluation system in same technology. Mindfire is already into development of the second version of the systems, which have many new features implemented.