

Salix Systems

Business

Salix Systems, a division of Western Printing Machine Company, is a software developer. Their main product is "DocStor", a distributed, client/server, document management system. They also produce software related to the printing industry including KnifeLocator and GILDA (Graphical In-line Design Assistant).

Business Challenge

Brian Spears, Manager of Software Engineering for Salix Systems needed a better way to track and provide detail information on the numerous changes that are made to the source code which involves over 100,000 lines of code. There were several products available that seemed to address issue and bug tracking management but they had a high price tag and were developed for over 1,000 users. This was much more than what they needed. One solution seemed to meet their specifications - the Razor configuration management product from Visible Systems.

Visible Systems Solution

They liked Razor because of its simplistic strategy - easy to configure, use and reasonable in price. A strategy which can be very powerful. It was also sold with a floating license, which means they're only charged for how much they use the product. At this time, they're only utilizing the issue management or bug tracking portion of the product. While they purchased the complete Razor configuration management product and currently only use the bug tracking portion, they have found the tracking solution to be worth the complete price. Spears noted that Razor enables the users to be better organized thereby increasing the productivity of the growing software development staff, and that use of Razor has expanded to include customer support personnel and technical writers.