



## For more information

See Gjallar's homepage: <http://www.gjallar.se>

Contact any of:

- Göran Krampe, [goran.krampe@toolkitsoftware.se](mailto:goran.krampe@toolkitsoftware.se)
- Magnus Kling, [magnus.kling@toolkitsoftware.se](mailto:magnus.kling@toolkitsoftware.se)
- Nils-Olof Biderholt, [nils-olof.biderholt@toolkitsoftware.se](mailto:nils-olof.biderholt@toolkitsoftware.se)

You can of course also use the mailing list at the homepage or contact any of the other listed developers.

*“...then the giant Mimer took his **Gjallarhorn**, bent down over the well and filled the horn with water. He gave it to Oden and Oden drank and from that moment the god knew everything about what was going to happen in the world.”*



- Things **falling between the cracks**?
- Hard to know who is doing or did what?
- No overall picture of your issue processes?
- Is **tons of email** being sent hither and thither?

Most companies and organizations today have complicated processes but no good IT support for issue processes except for regular email. There are a lots of products on the market for issue tracking but they are often expensive, complicated and built primarily for “help desks” and “support centers”.

Gjallar is a new issue tracking system developed initially by Toolkit Software in close cooperation with a customer.

Gjallar is **open source**, or in other words **completely free** to use and free to develop further, and has already attracted several developers from different countries who have chosen to use Gjallar as a base for more specialized solutions.

**Read more about Gjallar on the next page!**



## Easy to use with advanced functionality

Gjallar was built to support **both simple and complex** issue processes, but at the same time be **very simple to use**. Gjallar also supports a range of advanced functionality:

- **Tailor made processes** with their own entry forms, work flow graphs, validation rules and settings etc.
- **Advanced email integration** making it easy to create and discuss issues, but also for fine grained event notifications.
- Flexible filtering and report generation.
- User management through **LDAP**, no extra administration!
- Supports **working offline**, an unusual function in similar products.
- Has a “smart” user interface built with Ajax and pure XHTML/CSS.
- Fast and complete **integrated freetext search**
- Security mechanisms controlling what different users can see and change
- Easy to install
- ...och **much more!**

## Easy to create tailor made processes

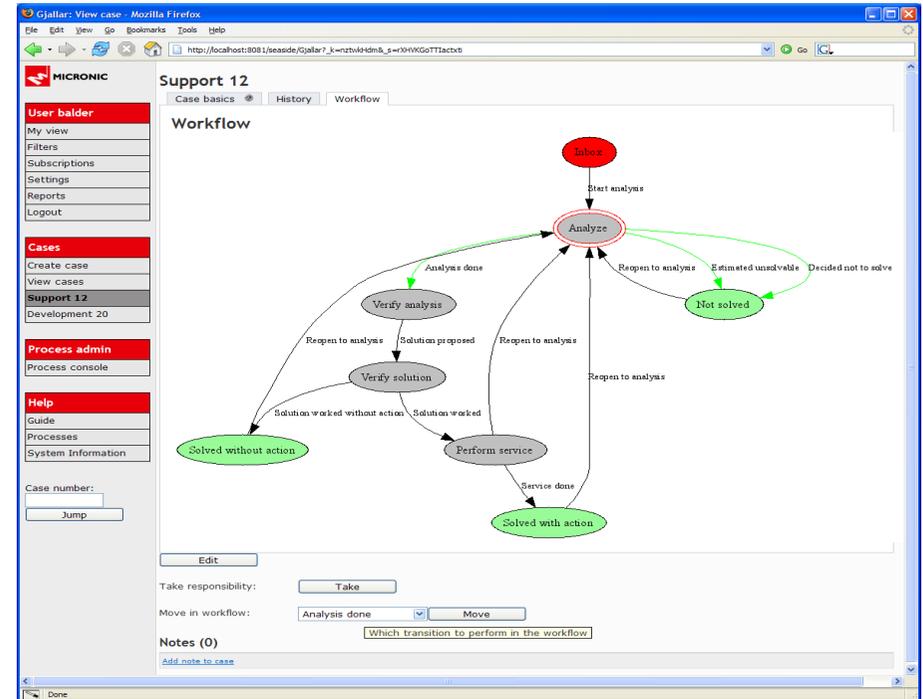
One of the fundamental thoughts in Gjallar is that an organization often has a long row of issue processes that works completely differently. Therefore, in Gjallar, you can create “Processes” that basically are small “systems within the system” with their own administrators, settings, work flow, forms, fields and so on.

As a user you are then given access to one or more processes depending on your roles within the organization.

The effect is a system where you can create tailor made issue processes without the system being experienced as complicated – the users only see what they need for their particular tasks!

## Graphical visualization

Gjallar has a traditional look which most users recognize with a table of contents to the left and a working area to the right.



In Gjallar the stage of the cases (issues) is shown graphically. The red ring marks that support case no 12 is in the “Analyze” stage. The three green arrows show the transitions to other stages available right now. The red stage is the “inbox” of the process where all cases start and the green stages are end stages where the case is considered closed.