RELEASE NOTES

PACE Packager Hub 2.5.0

Release Notes

PACE Packager Hub 2.5.0

Table of Contents

PACE Packager Hub

Release Notes

PACE Packager Hub 2.5.0

1 Overview

PACE Packager Hub is an end-to-end solution fully dedicated to customer servicing, teamwork, and management of packaging tasks in teams of any size. It is designed to significantly ease the fulfillment of packaging quality standards and increase the productivity of each member of the packaging team while providing an efficient tool for the management of the teams and the application packaging lifecycle. It operates as a joining link between customers, supervisors, packaging engineers, and their tools.

The solution is already pre-configured for the packaging processes out of the box, provides the best practices approaches, and has extensive customization options.

PACE Packager Hub consists of the **Task Manager** (Workflow) and **Repository Manager** modules.
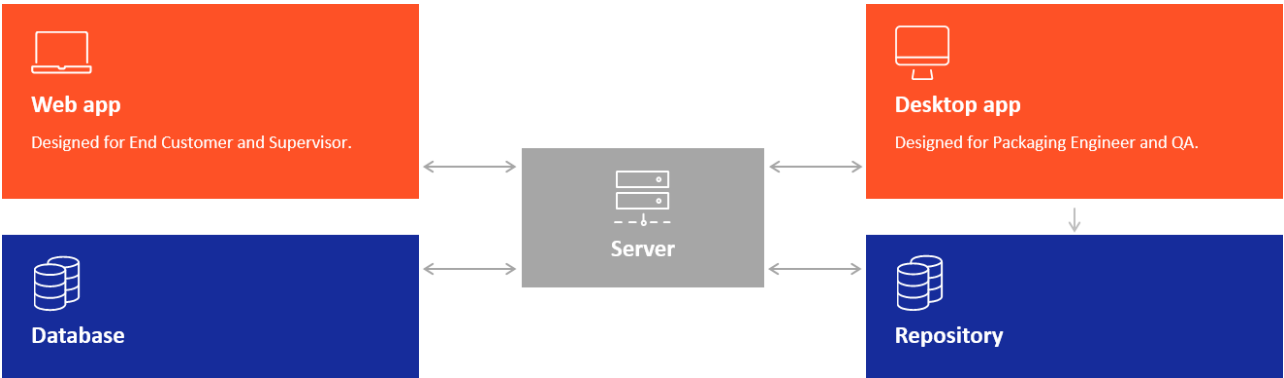
Highlights:

- A central store for all orders for packaging and packages themselves.
- Provides statuses of all packaging orders/tasks.
- Automates the routine operations and stores the results.
- Controls the assignments and completion of orders/tasks.
- Tracks SLA and KPI metrics.
- Balances the workload of team members.
- Manages permissions based on the assigned roles.
- Provides enhanced customization when adding/configuring fields, workflows, and scripts.
- Manages packages and files on various repositories.
- Supports direct upload/download of files of any size.
- Controls the integrity of files.
- Supports multiple isolated projects.
- Provides the REST API for tight integration with clients' ecosystem.

PACE Packager Hub solution consists of the on-premise Server that has a Web interface and Desktop app client.

Release Notes

PACE Packager Hub 2.5.0

On-premise Location

2 Prerequisites and Requirements

2.1 Server-side Prerequisites

OS	Windows or Windows Server OS that supports ASP.NET Core Runtime 3.1

Middleware	• **ASP.NET Core Runtime 3.1** Install this prerequisite before installing PACE Packager Hub. NOTE: Please ensure that you are downloading and installing the **Hosting Bundle**. • **IIS Web Server** Only enable and configure this prerequisite before installing PACE Packager Hub with the selected "**For Production**" purpose of use and if you prefer IIS Web Server over Kestrel. • **Microsoft SQL Server 2016** or higher Only install and configure this prerequisite before installing PACE Packager Hub with the selected "**For Production**" purpose of use.

Privileges	Administrative privileges on the system

Hardware	CPU: 64-bit (x64) processor at 2.4 GHz or greater RAM: 4 GB HDD: 1 GB free space

Network: 100 Mbit

2.2 Client-side Requirements

2.2.1 Supported browsers

Desktop	• [Google Chrome (Desktop) latest stable release](#) • Latest stable version of Web Browsers based on Chromium NOTE: Please ensure that JS support is enabled.
Display	1280 x 800 resolution or higher

2.3 Desktop Client Requirements

OS	[Windows or Windows Server OS that supports .NET 4.7.2](#) or higher
Middleware	Microsoft [.NET Framework 4.7.2](#) or higher
Privileges	Regular user privileges on the system
Hardware	CPU: 32-bit (x86) or 64-bit (x64) processor at 2 GHz or greater RAM: 2 GB HDD: 100 MB free space Display: 1280 x 800 resolution or higher Network: 100 Mbit

Release Notes

PACE Packager Hub 2.5.0

3 Release Notes

3.1 About This Release

The new version of **PACE Packager Hub** includes:

- **KPI Tracker** – section 3.2
- **Team's Work Analytics** – section 3.3
- **SLA Widgets for Dashboard** – section 3.4
- **Business Rules Improvements** – section 3.5
- **Extended Public API** – section 3.6
- **Other improvements** – section 3.7

We are very grateful to everyone who has contributed significantly to PACE Packager Hub by responding to our surveys and providing feedback. The obtained information became the basis for the product roadmap.

Share your feedback and suggestions with us and get the product tailored to your needs.

Release Notes

PACE Packager Hub 2.5.0

3.2 KPI Tracker

Measure the performance of your packaging team by taking advantage of the built-in KPI Tracker. It precisely tracks the time the engineer spends for each order processing phase. The KPI tracker allows you to define time metrics for each Order Type of your project and each specific combination of attributes. The time will be counted according to the defined project's working calendar, where you can set working hours, working days, holidays, etc.

The KPI tracker displays the results of calculations at:

- Orders > Edit Order > 'KPI metrics' table

  Here you can find detailed information about the spent time for each order phase.

- Analytics > Reporting > 'Team KPI' widget

  The widget displays (1) the performance index; (2) a number of order phases completed on time (Successful tasks); and (3) number of order phases completed late (Failed tasks). This information is grouped by engineers of the selected projects and includes only orders completed in the selected period of time.
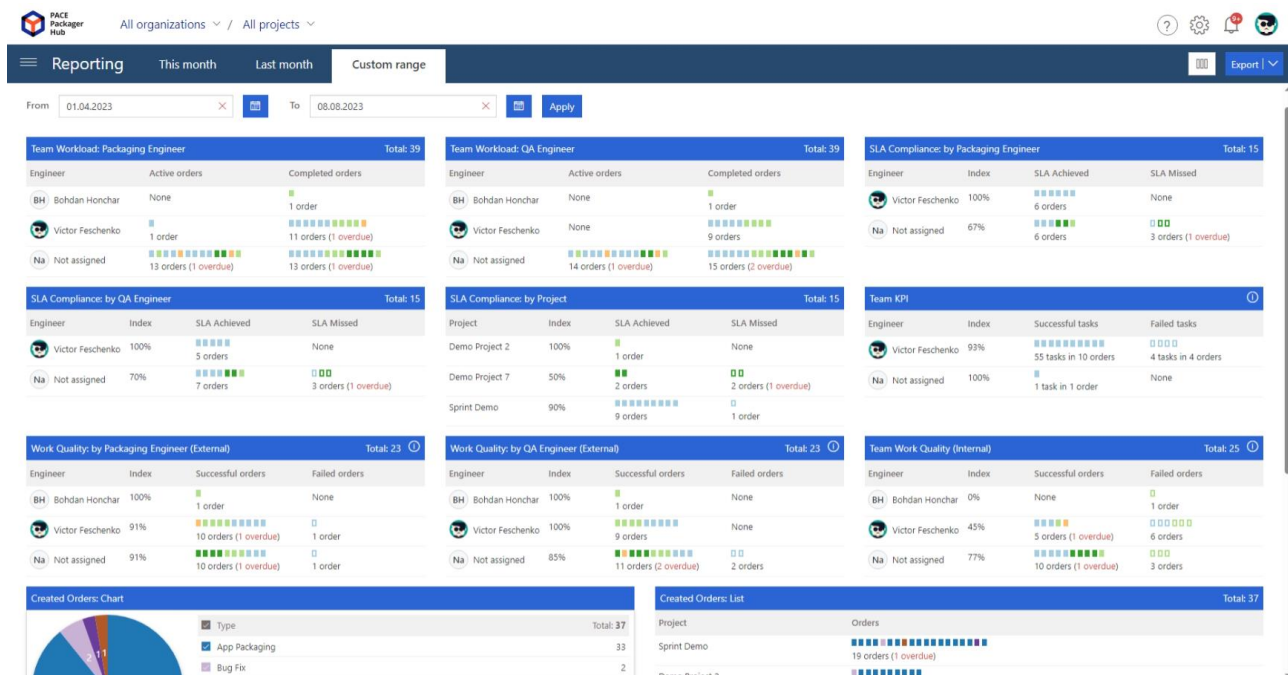
Release Notes

PACE Packager Hub 2.5.0

- Analytics > Reporting > Export > 'Engineer Report'

  The created report includes information from the 'Team KPI' widget described above.

3.3 Team's Work Analytics

Based on feedback and demand from our customers, we have re-designed and extended the Reporting module with the following new features:

- Teamwork Quality

  A set of several widgets that show (1) External and (2) Internal Quality indices. The External Quality index is based on the correlation between the initial and related bug fixing orders. Whereas the Internal Quality index considers the number of cycles the order has moved through the workflow (more precisely, through workflow statuses with the "Internal Quality Trigger" flag enabled).

- SLA Compliance

  A set of widgets that show the index and absolute number of closed orders with the

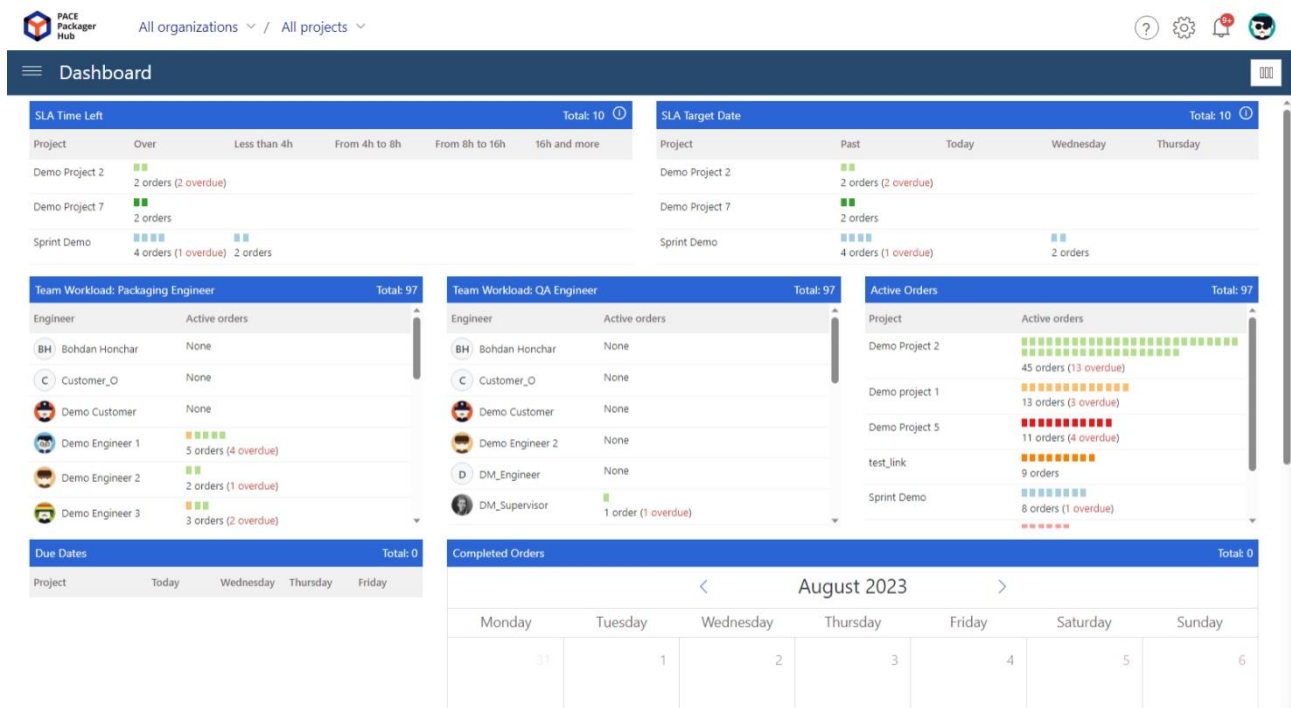achieved and missed SLA metrics separately by projects, packaging, and quality control engineers.

- Team Workload

  Widgets that show the number of active and completed orders in the selected projects and period separately by packaging and quality control engineers.

- Engineer Report

  A functionality that creates the XLSX report, which includes the workload, SLA compliance, Internal Quality, External Quality, and KPI metrics by each engineer of the selected project(s) and during the defined period.

3.4 SLA Widgets for Dashboard

To simplify the control of the implementation of the defined SLA metrics, we have developed two more widgets for the Dashboard:

Release Notes

PACE Packager Hub 2.5.0

- **SLA Time Left**

    Shows non-completed orders of the selected projects for which the estimated 'SLA Time Left' is over or will be ended soon (0-4 working hours; 4-8 working hours; 8-16 working hours; etc.)

- **SLA Target Date**

    Shows non-completed orders of the selected projects for which the calculated 'SLA Target Date' points on Today or next few days. The number of days displayed in the widget can be customized in the appearance settings.

3.5 Business Rules Improvements

We continue to develop the Business Rules functionality that allows automation of packaging processes, saves time, and avoids human errors.

This release brings the following improvements:

- Many new options for the **By Time** rule trigger allow running a rule exactly when it's needed.

PACE Packager Hub

Release Notes

PACE Packager Hub 2.5.0

- With the rule, set a new value for the order attribute that includes values of any other attributes. Reference the needed attributes by their identifiers. Example: "Order for [%AppVendor%]_[%AppName%]_[%AppVersion%]_[%your-attribute-ID%]"

- With the rule, send an email notification to the custom email address.

Release Notes

PACE Packager Hub 2.5.0

- Use SLA Tracker information in the rule conditions to select only the needed orders.

Order conditions

If All ▼ of the following conditions are met: + Condition | ▼   + Group

| Order SLA attribute ▼ | Time left in minutes (Number ▼ | is less than ▼ | 60 | 🗑 |

State (Dropdown list - single choice)
Start date (Date)
Target date (Date)
Time metric in minutes (Number)
Time left in minutes (Number)

- When writing a template of email notification, you may use not only the system-specific variables (syntax: <%system-variable%>), but also insert a value of any order attributes referencing them by identifiers. Example:

  "[%AppVendor%]_[%AppName%]_[%AppVersion%]_[%your-attribute-ID%]"

Email message editor   ✕

ⓘ Use the system-specific variables to place the information you need in the right places.

Subject *

Custom Subject

Email body *

Custom Body with variables:

System-specific variable: <%order-title-link%>
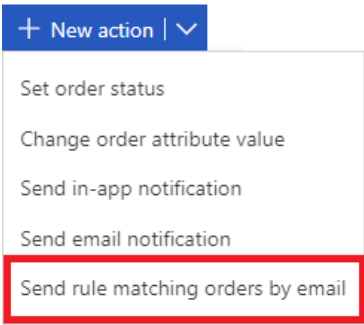
Attribute value by ID: [%AppVendor%]

B I U S̶   Normal ▼   Normal ▼   A A̲   ≣ ≡   🔗 ▦

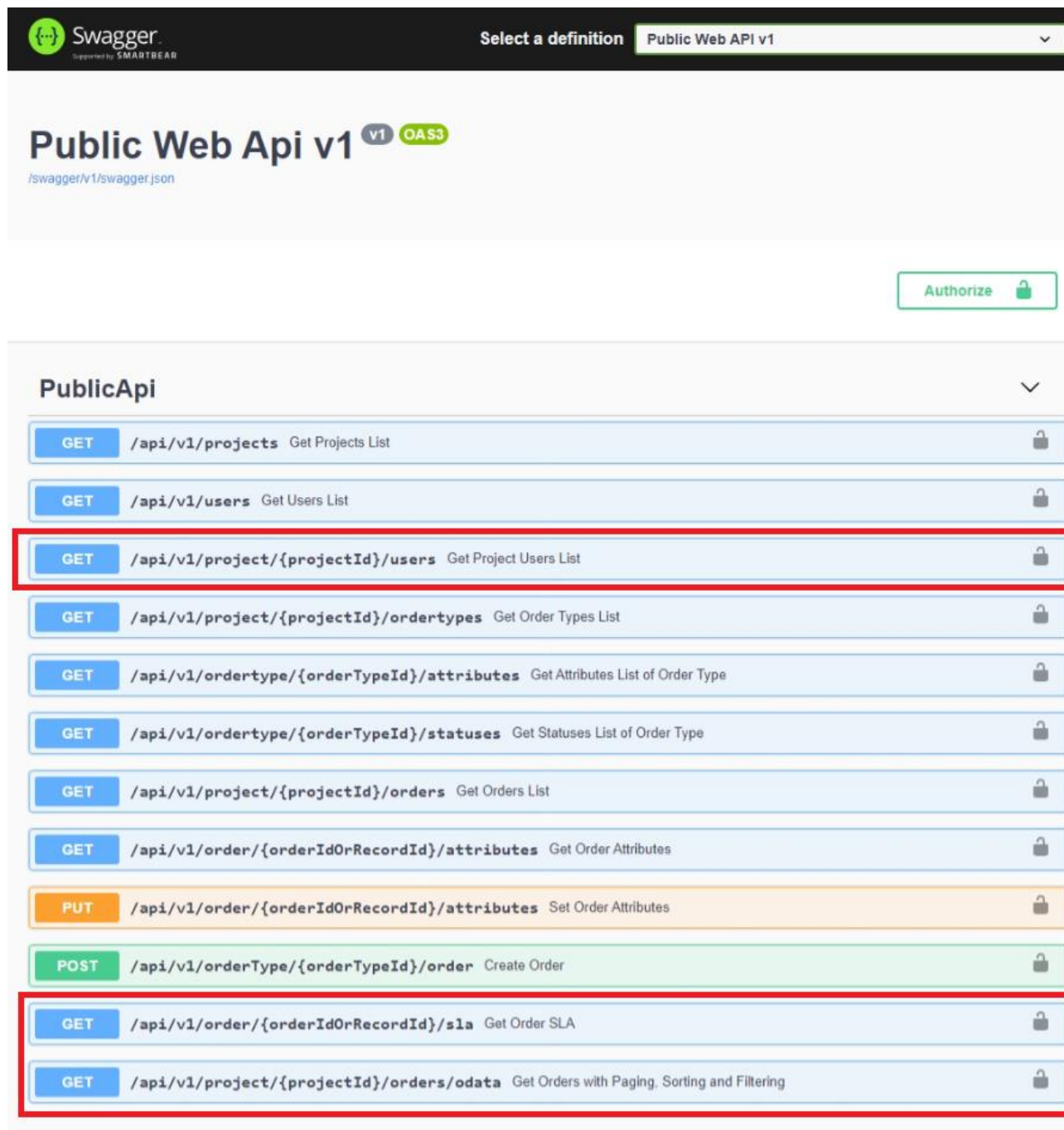💾 Save   Cancel

Release Notes

PACE Packager Hub 2.5.0

- With the rule, grab all orders that match the defined conditions and send them in a single email.

Release Notes

PACE Packager Hub 2.5.0

3.6 Extended Public API

The public API was extended with the new methods:

- Get SLA Tracker details of the order;
- Get a list of users assigned to the project;
- Get project orders with filtering and paging features.

Release Notes

PACE Packager Hub 2.5.0

3.7 Other improvements

- Displaying Order Title in the header of browser window/tab;
- Ability to duplicate a project with its settings;
- Automatic creation of the default workflow for the newly added Order Types;
- Improved navigation to the main page;
- Updated style of SLA Status Bar;
- Ability to enable/disable SLA tracker for the specific projects;
- Fixed the counter of unread notifications.

PACE Packager Hub