CASE STUDY

Inflectra's SpiraTeam Drives Seamless IT Systems Integration in A Global Merger

The Challenge

Integrating an acquired company, renowned for its significant market presence and turnover, into the existing IT infrastructure of the acquiring company, while ensuring uninterrupted service and maintaining productivity in all regional operations.

The Company

Industry: Information Technology & Services
Global Reach: Europe, the Americas, Asia
Team: Over 18,000
Annual Projects: Diverse range, covering a wide array of IT solutions
Inflectra Product Use: since 2014, with a focus on enhancing project management and system integration capabilities.

The Project

The project focused on integrating a significant U.S. IT solutions company into the global operations of the technology partner, including effective management and validation of thousands of requirements and test cases to ensure a smooth systems transition.

The Objective

- Merge the IT systems of the acquired company with the existing ERP system of the Inflectra customer without service disruptions.
- Ensure the uninterrupted operations in both the European and American branches during the transition.
- Navigate the challenges posed by COVID-19, particularly remote work and limited physical interactions.

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The Inflectra Solution

SpiraTeam was intensively used for its capability to manage and validate a large number of requirements and test cases.
This included:

- **3000 Test Cases:** Transferred from previous ERP projects or newly created, all validated by business users.
- **400 Test Sets and 10 Releases:** Managed through SpiraTeam, ensuring comprehensive testing coverage.
- **Incident Management:** Handling a large number of incidents, aiding the development team in prompt resolution and re-testing.

> "
> This project was conducted entirely during the pandemic... Spira was something consistent, well-understood and a normalizing factor.
> "
>
> *Senior Executive, IT Services Provider*

Future Goals

The company aims to reinforce its partnership with Inflectra, focusing on improving its test management and automation capabilities. Their objective is to establish a versatile yet standardized approach compatible with diverse methodologies such as Agile, Waterfall, and Hybrid, with a special focus on progress reporting and enhancing the end-user experience.

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Why Spira by Inflectra?

SpiraTeam was chosen for its
- robust capability in managing extensive requirements and test cases.
- effective communication and coordination functionality
- scalability and reliability.

Likelihood to Recommend

Given its pivotal role in this complex integration, IT Services Provider recommends SpiraTeam for any large-scale IT system integration, particularly those involving multinational entities and challenging environments.

> **"**
> [SpiraTeam] is used so extensively, employees now use Spira as a noun, as in, "if you need to address a defect, log a Spira". **"**

Senior Executive, IT Services Provider

Support Satisfaction

The IT Services Provider reported high satisfaction with the Inflectra support team, emphasizing responsiveness and effectiveness in addressing technical challenges.

For more information on how Spira can benefit your organization, contact sales@inflectra.com

spiraTeam