Transportation Systems Company Streamlines their Lifecycle Management with SpiraTeam

SpiraTeam implemented to rationalize a collection of separate tools as part of a centralized QA toolset.

Industry

Transportation Information Systems

Objective

Stand up a Common Applications Tool Set (CATS) that could be used worldwide across all divisions and subsidiaries.

Approach

Looked for a solution that could standardize their test management whilst at the same time integrate with other systems such as Jira and Microsoft Team Foundation Server.

Business Outcomes

- Decreased the testing time by 25% due to the reuse of existing test cases.
- Ability to automatically generate key KPIs such as testing effectiveness.
- Standardize processes across all teams reducing software and training costs.

Technology Outcomes

- Replaced multiple duplicative tools with a single easy to use solution.
- Streamlined the flow of defects between the three remaining key systems.

"Inflectra is an outstanding company. SpiraTeam is continually enhanced in every way. The support team is aware of every part of the product and their answers are precise and helpful. They care about customer satisfaction."

– Lead Quality Assurance Analyst

Standardizing requirements and testing across a globally distributed organization

The customer was faced with the challenge of maintaining a hereogeneous mix of different ALM tools whilst trying to improve their testing processes. The adoption of SpiraTeam as their quality assurance tool of choice allowed them to centralize and streamline their testing processes and reduce their testing time by 25%.

Background

The customer is the global leader in free flow tolling systems having more than 7 million daily transactions with operations in 49 countries, on 6 continents.

The customer has over 7,000 employees worldwide, covering mobility solutions, communication services as well as automation solutions.

Challenge

Prior to using SpiraTeam, the customer was using a variety of different tools to manage their software development and testing, depending on the group / country.

Some groups were using manual methods based on Microsoft Excel, others were using a diversity of different tools to manage each part of the lifecycle, including Microsoft Test Manager (MTM), SpiraTest, Seapine Test Track Pro, Zephyr, TestLink, and Polarion.

In order to standardize and streamline the QA processes, they undertook an evaluation of the different options and stood up a new program called CATS (Common Applications Tool Set) to manage the single global solution.

A global, diverse user community

The customer needed to be able to satisfy the demands of a geographically diverse user base as well as provide support to employees, third-party providers, and end customers. As a result, the solution had to support multiple languages including: English, German, and Spanish, time zones, regions, and devices.

In addition, the solution needed to be flexible to accommodate local regulations and working practices whilst still enforcing company-wide standards and processes. Finally the solution needed to integrate with other defect tracking tools in use by the organization.

Solution

The CATS program selected SpiraTeam (integrated with Jira and Confluence) as their solution of choice. As part of the rollout, they integrated SpiraTeam with other tools such as Microsoft TFS to ensure business continuity during the migration.

SpiraTeam was chosen over other options due to the comprehensive coverage of the different disciplines (requirements, testing, development), easy integration with other tools, and the need for fewest third-party add-ons.

Solution at a Glance

Comprehensive Solution

Specifically, they were able to solve their key business challenges with SpiraTeam:

- Traceability of the Requirements
- Reusability of the Test Cases
- Reusability of the Automated Test cases
- A Standard Global Reporting and Processes for Requirements, Testing and Bug Management
- Impact Analysis
- Coverage Analysis
- Bug Fixing
- Global Standard Acceptance Criteria

Benefits

The adoption of SpiraTeam standardized and improved the testing processes, with every project team able to store their information into a standard system. In addition, SpiraTeam provides the customer with an "on-demand" view of their global testing activities, including the fixing of bugs and defects.

The use of SpiraTeam eliminated the emails sent back and forth, improving communication and customer satisfaction.

Decreased Testing Time by 25%

As an added benefit, SpiraTeam enabled the reuse of test cases, cutting the testing time by an average of 25%. Furthermore, they were able to easily integrate their automated test infrastructure with SpiraTeam, centralizing their manual and automated test information.

There were some unanticipated benefits to the customer after they adopted SpiraTeam — the availability of the platform on mobile devices allowed it to be used on the go by customers. Updates to the platform provided them with agile planning and exploratory testing features at no additional cost.

Excellent Support from Inflectra

According to the customer:

"Inflectra support is great, It's a committed and professional team. Their response times are very quick. They care about customer satisfaction"

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