

# Global Software and Services Provider Drives Software Development Excellence Through Integration



When a multi-national software and services provider sought to unify its Atlassian Jira (development) and Micro Focus ALM/Quality Center (ALM/QC; testing) software environments for Research and Development (R&D) efforts, finding a cohesive solution was top of mind. The project manager wanted true integration to provide the centralized reporting that is pivotal to meeting development and delivery velocity goals. Optimally, such an approach would enable Dev and Test team members to interact with one other, seamlessly, across the platforms.

The company selected the ConnectALL Integration Platform as its preferred solution: “We needed more effective quality management integration,” says the project manager. “With ConnectALL, all the defects and change requests are centralized in the development backlog in one place. We have a one-stop shop for all of our project data, which is invaluable to our software teams.” ConnectALL® is an enterprise-class application integration solution designed to unify ALM and DevOps tools, business applications, teams, processes, and data.

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## Straightforward Answer; Not-So-Simple Environment

As with many Dev/Test environments, integration isn't a straightforward task. Furthermore, the project team used ServiceNow (SNOW) to manage customer support requirements. As a result, leadership wanted a solution to enable and maintain two different synchronizations:

- Jira and QC: A two-way sync, creating and updating information on change requests (CRs) and defects in both directions.
- Jira and SNOW: A two-way sync, with change requests in SNOW flowing into defects in Jira and vice versa.

## A Shift in Approach — and Outcome

After project management looked at ConnectALL and the case examples where it had been used, they were comfortable it could provide the integrations they needed. “Our first impression was that ConnectALL is simple to use and intuitive and easy to understand,” says the project manager. “We knew that our software teams needed one information source for development. If they can't see everything in one place, it is useless. The defects are in Jira, and once we deployed ConnectALL, the reporting would be in Jira, as well.”

The implementation effort went smoothly, with company software engineers making a few custom modifications and performing the implementation without assistance from ConnectALL. Even so, the ConnectALL team stepped in to assist with a special request. “They helped us devise a way to copy data from one system to the other,” the project manager reports.

When asked how the project has helped them, the project manager responds, “Having all our data in one repository, in real time, helps us to identify defects and remediate them sooner. We are accelerating time to market this way, and that's a top target.”

## A Welcome Efficiency Boost

More importantly, notes the project manager, the software teams at the company have achieved a 25% boost in high-level efficiency, thanks to integration with ConnectALL. "The efficiency positively impacted our R&D streams, where the aggregated information saves our techs time over working with multiple tools," says the project manager. "Also, reporting processes have become much smoother, so operational teams are realizing great value."

Company business, testing and development teams are able to communicate directly with each other, with ConnectALL acting as a universal hub. Defect reports flow seamlessly between users, testers and developers, and software engineers can transparently respond to requests through ConnectALL.

"Our company is committed to an Agile initiative, where fast development cycles are critical for project success, the project manager concludes. "ConnectAll is supporting our efforts in achieving this reality."

### CHALLENGE:

Development (Dev) and testing efforts were not unified, so developers could only review defect reports in ALM/QC, not from within Jira.

### SOLUTION:

Deploy and configure ConnectALL, creating a seamless bridge between the Dev (Jira) and Test (ALM/QC) sides of the software effort.

### RESULTS:

Dev teams have access to defect reports in Jira — where the defects are occurring. Defect reports flow seamlessly between users, testers and developers, and software engineers can transparently respond to requests. Process efficiency has been increased by 25%.

