Global Defense Industries Giant

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Reggie Burgess, Project Configuration Manager

The Customer

A Global Defense Industries Giant, providing innovative systems, products and solutions in aerospace, electronics, information systems and technical services to government and commercial customers worldwide.

The Challenge – Build Better Software with Greater Reliability

In an industry where software quality is a paramount goal, and team collaboration and communication is critical, the success of a key project within the company was hampered by a broken application lifecycle management (ALM) process, supported by a patchwork of miss-matched, underutilized and expensive tools from a variety of vendors.

Challenges facing the project team included:

- **No information sharing between developers**
- **No tracking of development activities**
- **Migration of development changes to production without proper testing**
- **Source code stored on developer desktops and laptops**
- **Over-reliance on email in lieu of workflow and documented audit trails**

While the team had full access to an ALM solution that included the IBM® Rational® Suite (Clearcase®, Clearcase Light, RequisitePro®, ClearQuest®) and Telelogic DOORS® for requirements management, developers found the tools to be difficult and complex, leading them to use only a fraction of the available functionality. Maintenance costs for the system also exceeded half a million dollars a year.

Further complicating matters, the project team faced a requirement for CMMI Level III certification by year-end – a mere ten months away.

"Our project was in need of **proper ALM** discipline. We also needed to meet an aggressive, forthcoming **CMMI** deadline. **To accomplish these goals I needed tooling that could do the job in record time**," explained Reggie Burgess, Project Configuration Manager.

After an assessment of the situation, Reggie put in place an immediate action plan to improve management control. Drawing on experience gained in leading a CMMI Level V shop, he began the team's rehabilitation process with a search for alternative tools that offered better and more usable functionality – and at a considerable cost savings. A review of the market included many traditional ALM vendors and tools, including IBM (the existing solution was re-evaluated and re-installed), Serena® ChangeMan® and PVCS® Dimensions®, and Aldon® Lifecycle Management. Also on the evaluation list was a unique vendor, Polarion.

Said Reggie, "I hadn't heard of Polarion's tools prior to my review the market. However, I belong to an online configuration management community, and learned about Polarion ALM from the site's discussion forums. The forums attract people who have extensive knowledge about issue and defect management, and they were very positive about Polarion's software. I decided I had better add Polarion to my evaluation list."

100%
Web-based

DO-178 Compliance

Best Value for Money

Environment
Distributed over several sites

Products
Polarion ALM

Conclusion
"We had ten months to achieve our objective, but actually reached CMMI Level III in just three months. That is a blistering fast pace for anyone in the industry."
Reggie Burgess,
Project Configuration Manager

The Solution

Specifically, Reggie was **seeking a web-based, thin client solution** capable of handling defects and issues and providing some basic version control. With the list of vendors assembled, he began grading the pros and cons of each solution based on information readily available from the vendors. This helped to narrow the list down to four candidates for in-depth analysis. Among the four leading candidates was the relative unknown, Polarion.

"I contacted Polarion to obtain a demo copy. I assumed it was a defect tracking and version control tool only. But **Polarion ALM offers so much more**. I found myself reviewing a tool that also did **project management**, **task management** (using action items), test management, and **requirements management** (through work items). This was really a pleasant surprise."

Polarion ALM's **ease of use was also a pleasant surprise** for Reggie. While other vendors required several days, or even weeks of set up and configuration, Polarion's set up and configuration took a mere day. **Developers were trained and working with the tool in a matter of hours.**

The team immediately **loved** Polarion ALM. They found the software **simple and straightforward to use**, enabling developers on the team to improve workflow.

Pricing was equally simple and as straightforward. The cost of 30 licenses of Polarion ALM was equal to the cost of one license of the IBM Rational Suite.

The Results

Today, the company and its network of government clients own and actively use a mix of enterprise concurrent and named licenses from Polarion. The project's developers are enjoying using the tool, and the configuration manager is enjoying vastly improved management control over the project.

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The project was also able to handily attain their CMMI Level III certification well ahead of deadline. "We had ten months to achieve our objective, but actually **reached CMMI Level III in just three months**. That is a **blistering fast pace** for anyone in the industry," explains Reggie.

Use of Polarion within the team has also **streamlined the project's documentation process**, a reporting requirement for the project's government clients, something that in the past was time-consuming and highly manual. Explains the configuration manager, "Each build of our software requires five different pieces of documentation. On a weekly basis we were producing 48 different documents. Before adopting Polarion ALM, I spent all my time double-checking on what was delivered, and tracking things down. Now, all our reporting is done in Polarion ALM's WikiPages. Reports are automatically generated. We have been able **cut our reporting effort down from weeks into 2 days.**"

What's Next?

As power users of the Polarion tool set, the company's project team is brimming with anticipation for Polarion's future Releases. Team members on the project served on the beta team, and are very excited about its ongoing evolution, including the ability to see modules, the new LiveDocs™ feature that **enables the easy import and modification of documents**. Project developers also are excited about Polarion's support for IntelliJ — which will allow them to check in and check out source code from this development environment. And the configuration manager love's the fact his people are literally living inside Polarion ALM.

"Having a team that is happy to use the tool, means I have the ability to monitor everything going on."

Future plans promise the potential for standardization on Polarion ALM to provide with management visibility across all company projects, allowing the company to follow the path of a requirement and see its effect on all impacted projects.

About Polarion

Polarion Software's success is best described by the hundreds of Global 1000 companies and over **1 Million users** who rely daily on **Polarion's Requirements Management, Quality Assurance, and Application Lifecycle Management solutions.** Polarion is a thriving international company with offices across Europe and North America, and a wide ecosystem of partners world-wide. For more information, visit www.polarion.com.

CMMI Level III
reached in 3 months

Easy exchange of data
speeds up collaboration and approvals

"Why work hard if you can work smart?"

Reggie Burgess,
Project Configuration Manager

Easy
installation and adaptation

Clear
Traceability