International Provider of Advanced Metering Infrastructure Drives Efficiency of its Global Software Development Collaboration

“The implementing OpsHub has improved our global software development collaboration. We are delivering better products in shorter periods of time.”

Nick West, Product Operations Manager

The Company is a global industry leader in providing meters, smart meters, and solutions to the utility industry. The Company creates complex mission-critical solutions for the highly regulated global utilities industry. It’s global project and engineering teams are spread over 30 offices worldwide. By implementing OpsHub Integration Manager, the company was able to seamlessly integrate its existing business deployment systems into a unified Application Lifecycle Management (ALM) system. This helped achieve greater levels of visibility, collaboration and change management across its cross-functional teams worldwide, resulting in faster time-to-market delivery and higher quality of its products.

Business Needs

Their globally distributed development team and other business stakeholders within the Company were looking for greater visibility into project progress and product requirements so as to make optimum use of resources. The Company was also looking to improve the collaboration on development of product requirements between their cross-functional teams worldwide. It also wanted to manage the requirement changes so that the communication and traceability of changes occurs seamlessly and automatically between the installation of Accept 360 and Microsoft Team Foundation Server.

Accept 360, Microsoft Team Foundation Server and Microsoft Excel were the existing business tools being used by distributed product teams in the Company. While this initial phase of deploying business systems resulted in significant gains in improving efficiency and communication, these gains were focused on individual functional groups and not across the entire cross-functional development team.

The Company was looking into integrating its existing business deployment systems into a unified and seamless Application Lifecycle Management (ALM) system to achieve greater levels of visibility, collaboration and change management across its cross-functional teams worldwide.

Solution

OpsHub Integration Manager was deployed to connect two critical business systems – Accept 360 and Microsoft Team Foundation Server, creating a seamless, unified and cohesive Application Lifecycle Management (ALM) System.
The integration across these two critical business systems is bi-directional. It not only synchronizes the original requirements from Accept 360 to Microsoft Team Foundation Server, but also updates the changes made in Microsoft Team Foundation Server, and synchronizes them back to Accept 360.

Specifically, requirements created in Accept 360 are automatically synchronized and also created in Microsoft Team Foundation Server. Developers and/or Business analysts then decompose them into one or more user story. The newly created user stories are synced back from Microsoft Team Foundation Server to Accept 360 (as a child of the parent requirement.)

This streamlines the communications of product requirements between the Company’s global product and engineering teams establishing a synchronized product lifecycle data, which is accessible from within their native systems.

**Benefits**

Within the first 18 months of deployment of the OpsHub Integration Manager the Company achieved greater levels of visibility, collaboration and change management across its cross-functional teams worldwide.

The Company has seen an 80% reduction in scheduled product development delays resulting in faster time-to-market delivery. Engineering teams have early visibility into product requirements and project progress, are now able to efficiently communicate and collaborate with product management. Product managers, engineers and stakeholders can review, identify problems and avoid making costly mid-project changes.

Implementing OpsHub Integration Manager has empowered the Companies global software development collaboration. It has provided transparent visibility across the Companies global organization, highly iterative and fast paced collaboration and efficient change management. This has resulted in a faster time-to-market delivery and higher quality products.