CA Agile Central (RALLY) Integration With Salesforce

The integration of CA Agile Central and Salesforce helps the project manager, engineering team, and customer-facing teams, such as support, sales, and services teams align their goals and tasks with each other. With integration of these two systems, enterprises can have cross-functional transparency and enriched collaboration across the business and technical verticals.

Integration overview

In an Application Lifecycle Management (ALM) environment, the choice of systems and the collaboration between the cross-functional teams play a great role in delivering quality solutions. While the choice of systems impacts the productivity of a team, the cross-functional collaboration helps the teams get complete context of the business requirements.

Best-of-breed systems such as CA Agile Central and Salesforce bring rich functionalities to the ecosystem. By integrating CA Agile Central with Salesforce, enterprises can diminish collaboration barriers between the technical and customer-facing teams that otherwise lead to quality issues, delivery delays, and financial loss.

How CA Agile Central - Salesforce integration is beneficial for an enterprise

- Real-time access to customer requests and priorities
- Communication on the workitems from the native systems itself
- Real-time updates when a customer issue is resolved

With CA Agile Central + Salesforce integration, enterprises can:

- Make better and faster decisions
- Accelerate speed of delivery
- Ensure complete traceability of a 'customer requirement'
- Get full context of customer issues and priorities
- Leverage the best of functionality and collaboration in the delivery ecosystem

How OpsHub Integration Manager integrates CA Agile Central and Salesforce

OpsHub Integration Manager integrates CA Agile Central and Salesforce bidirectionally. It ensures that all historical and current data is available to each user, in that user's preferred system, with full context, in real-time. All 'ideas' or any similar custom entity from Salesforce automatically synchronize to CA Agile Central and all the entities and details associated with the custom entity synchronize back to CA Agile Central.

Work-items
(Backlog Item, Task, Defect)

Work-items
(Case, Opportunity, Feeds, All custom objects)

Commonly synchronized entities between CA Agile Central (RALLY) and JIRA

The popularly synchronized entities between CA Agile Central and JIRA are shown on the left:

Benefits of integration for CA Agile Central and Salesforce users

CA Agile Central (RALLY) users	Salesforce users
Traceability for customer requirements throughout the ALM tool chain	Access to the updates coming from development team on customer requirements from within Salesforce
Visibility into customer requests and priorities	Easy to categorize and prioritize customer requests for backend teams
No dependency on manual communication for making decisions	No manual efforts needed to keep project & engineering teams updated on customer issues and priorities

Features of OpsHub Integration Manager

Unidirectional as well as bi-directional synchronization

Full history and audit trail for integrated systems

Complete traceability of work items as well as non-work items

Robust failure management and recovery mechanism

Pre-requisites to run OpsHub Integration Manager

Supported Operating Systems

Windows

- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2012
- Windows Server 2008 R2 (64 bit)

Linux

- RHEL 5.2 + (64 bit)
- RHEL includes Cent OS and Fedora

Tested on the following versions:

- CentOS release 5.5 (Final)
- CentOS release 5.6 (Final)
- CentOS Linux release 7.1.1503 (Core)
- Fedora 20

Database Prerequisites

The underlying database should be installed to install and run OpsHub Integration Manager. The database user created for OpsHub Integration Manager should have schema level and read write privileges.

- MySQL Server
- MS SQL
- Oracle
- HSQLDB