

# Case Study - How GLOBAL ENTERPRISES INCREASED PRODUCTIVITY AND IMPROVED QUALITY USING KOVAIR INTEGRATED ALM



**KOVAIR**

By Kovair Marketing

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# 1. Case Study for a Process Equipment Company

Kovair ALM successfully implemented an integrated ALM solution without replacing any of their existing tools.

## Introduction

The company is in the business of supplying process equipment to various industries. It uses a wide variety of tools for managing Change Requests, Delivery Package, Requirements, Designs, Test Cases, Issues, Builds, Version Control of Source Code files and Incidents. Most of these tools being from different vendors were very module specific in nature, and were not integrated with each other. Consequently, there was no traceability among various artifacts such as Requirements, Delivery Package, Test Cases, Issues, Code Files and Incidents.

## Challenges

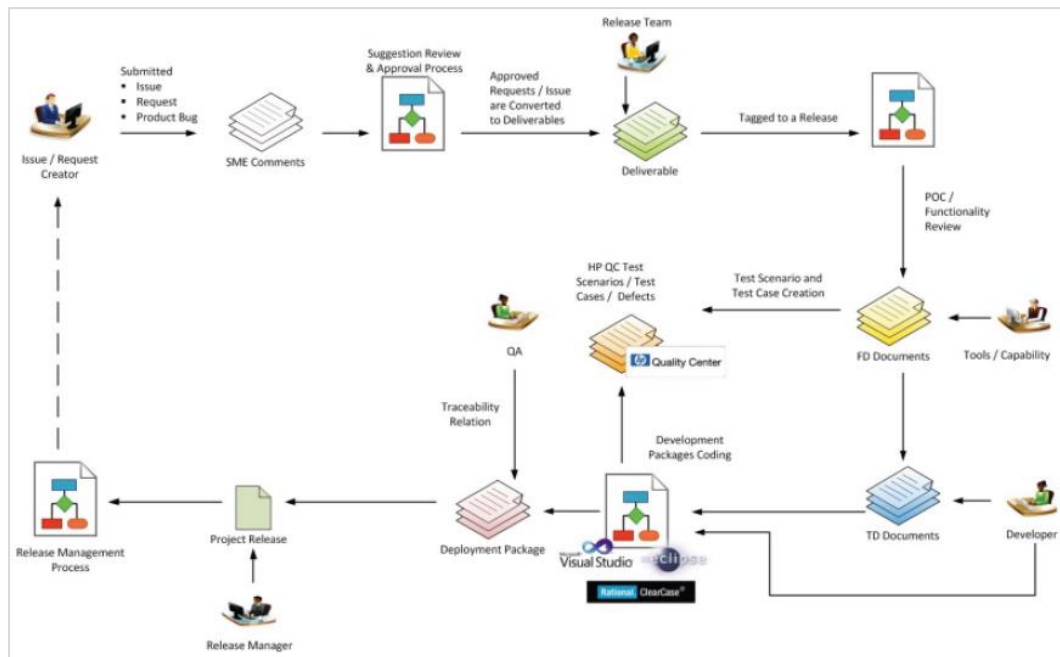
- ❖ Different tools from multiple vendors were involved
- ❖ Interconnectivity was not available, thus resulting in lack of information flow between the tools
- ❖ Distributed environment across the globe involving four countries
- ❖ Managing Change Request implementation was difficult
- ❖ Lack of visibility and no cross tools end-to-end traceability of a Release
- ❖ Difficulty in tracking of a Release due to the usage of multiple tools

## Kovair Solution

Kovair ALM and Kovair Omnibus Integration Platform enabled the company implement an integrated solution with a global process workflow.

The highlights are:

- ❖ Tool synchronization to bring across-the-board process control, global transparency and better Project and Release Management along with real time reporting and dashboards.
- ❖ Custom configuration of Kovair ALM platform with different artifacts to cater to different stages of the development and release lifecycles.



**Fig:** Sample Use Case scenario of the organization involving multiple tools

## Results

The major benefits to the organization in terms of a successful product delivery are listed below:

1. Overcoming the challenges of globally distributed teams.
2. Automating and implementing uniform engineering process across SDLC stages.
3. End-to-end traceability for greater insight into the application development.
4. Real time collection of actionable metrics of a Release.
5. Increased productivity by eliminating manual handoffs.
6. Reduced cost by saving a lot of training hours.
7. Improved quality by reducing defects raised due to miscommunication and inconsistencies.
8. Impact assessment and Change Management with confidence.

With Kovair, an orchestration was achieved between all the geographically distributed tools from different vendors which helped their teams track and manage all the product development related artifacts throughout their lifecycle. Today the organization has achieved the goal of fully Integrated ALM Solution with real-time integration. To download the Case Study please visit this page:

<http://www.kovair.com/case-studies/integrated-alm-implementation-for-a-global-equipment-manufacturing-company/>

## 2. Case Study for a Global Networking Company

### Introduction

The organization is a global leader in designing, manufacturing and selling networking equipment. This large global networking company uses CA Clarity for their 'Planning' teams and RallyDev for their 'Development Execution' teams. The tools coming from two different vendors did not interact with each other, so the teams were not in sync. With large investments and best of the breed tools in place for specific domains, everything seemed right for the organization except for the fact that the tools did not talk to each other.

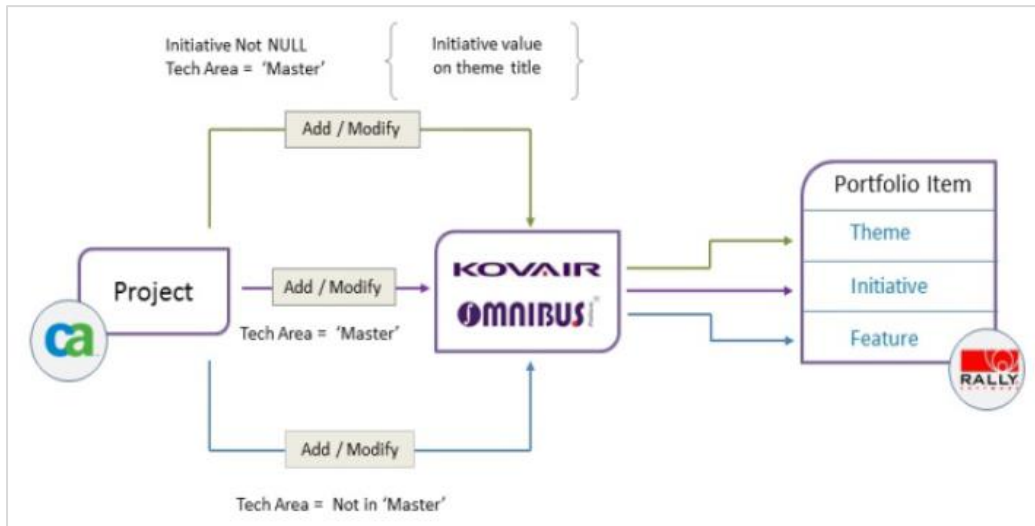
The Ticket Resolution teams use BMC Remedy for Help Desk Management and SaaS version of RallyDev to implement Development related Change Requests. The teams work in isolation in their own tools' environment. With no integrated ALM-ITSM strategy in place, the tools' users did not get real-time visibility of artifacts which led to delays

### Challenges

#### A. For Teams in India :

- ❖ The efficiency quotient of the projects being carried out was not at its best.
- ❖ The stakeholders using disparate tools for Project Management, Development Execution, Requirements
- ❖ Management and Defect Management were not able to synchronize with each other and work on centralized information across the project.
- ❖ The Development Execution team working on Rally did not have any visibility of project plans being carried out in CA Clarity.

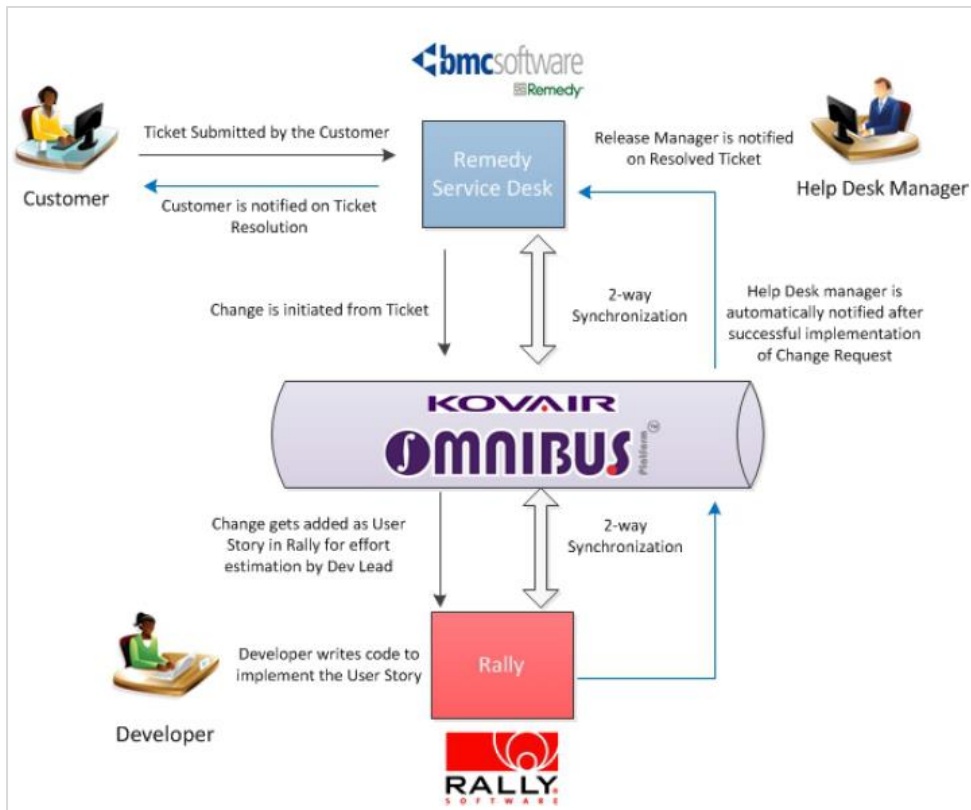
In the first phase the management wanted to integrate Clarity with Rally, so that any change made in Clarity by the Planning team automatically reflects in Rally.



**Fig:** Integration scenario between CA Clarity and Rally using Kovair Omnibus

**B. For Teams in US :**

The US teams needed an Integrated Service Desk, as handling Customer support tickets was the most sensitive and critical function for them that needed 100% accuracy, real-time monitoring of issue resolution.



**Fig:** Sample Integration scenario between Remedy and Rally using Kovair Omnibus

## Kovair Solution

### A. For Teams in India :

- ❖ Successful completion of a customized and complex use case scenario.
- ❖ Defining business logic to direct project items of Clarity into various Portfolio items of Rally.
- ❖ Successful installation and testing of Development and Staging server.
- ❖ Following the Agile methodology while implementing the project.
- ❖ Completion of the project from the POC to production implementation within 20 weeks.

In subsequent phases of the project, Kovair will be integrating a Requirement Management tool and a Defect progress and regular Customer updates.

### B. For Teams in US :

- ❖ ALM-ITSM convergence by integrating Rally with
- ❖ BMC Remedy ITSM using Kovair's ESB-based
- ❖ Omnibus Integration Platform
- ❖ Bridging communication gap between HelpDesk
- ❖ and Development teams
- ❖ Central repository for managing traceability
- ❖ between Change Requests in Remedy and User
- ❖ Stories in Rally
- ❖ Generation of reports and dashboards based on
- ❖ accumulated data for management visibility

## Results

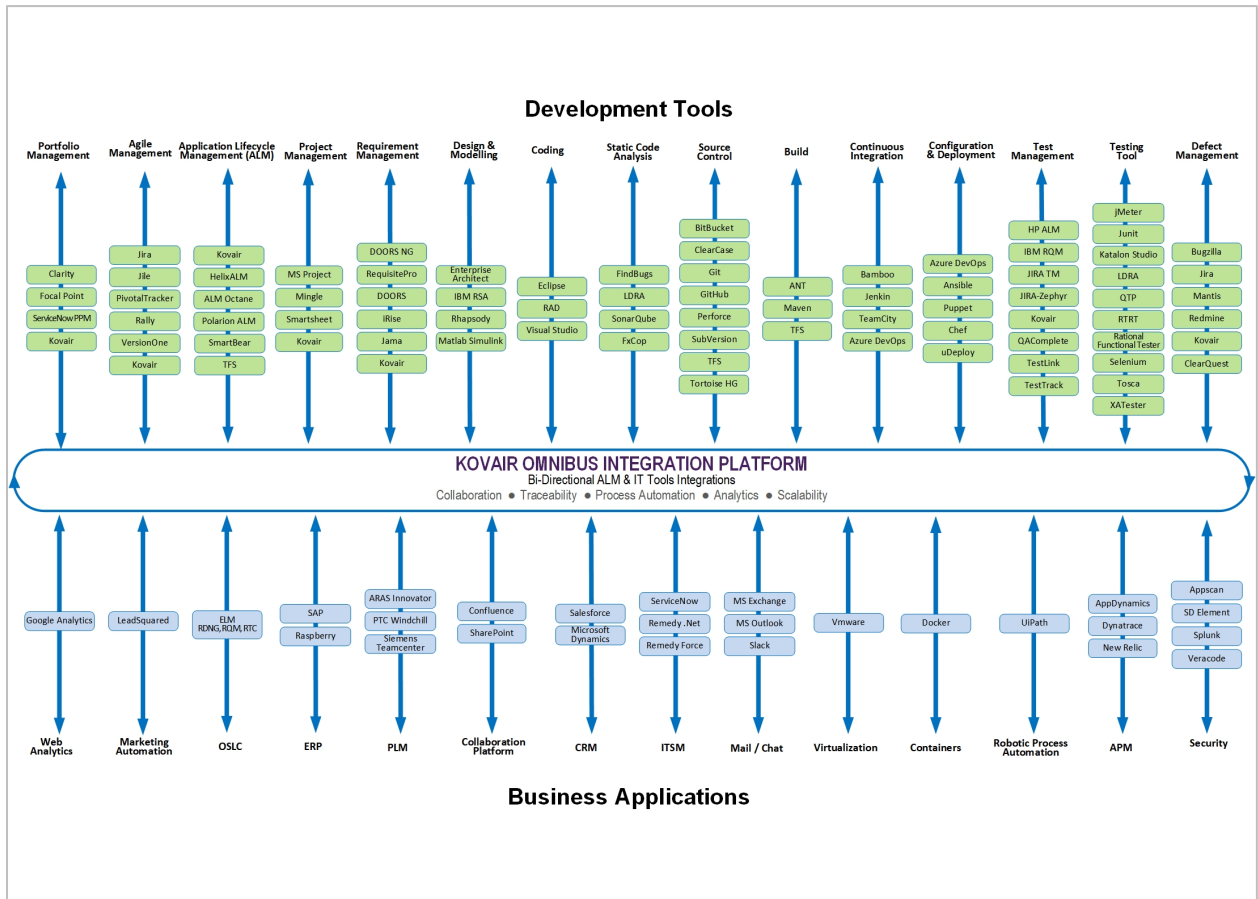
Kovair enabled the networking company in making their project PL 9000 compliant, as that was the need for their Indian counterpart.

On the other hand the Ticket resolution teams in the US were able to remove functional silos, reduce manual handoff, functional dependencies, and in the process enhance teams' productivity. Their Customers benefitted by real-time status of their Tickets from Operations team which helped the company in managing profitable customer relationship.

To download this Case Study for US counterpart of the organization please visit this page: [www.kovair.com/casestudies/rally-clarity-integration-ppm-global-networking-company/](http://www.kovair.com/casestudies/rally-clarity-integration-ppm-global-networking-company/)

The solution datasheet for Indian counterpart is available for download at: [www.kovair.com/omnibus-integration/rally-integration-bmc-remedy/](http://www.kovair.com/omnibus-integration/rally-integration-bmc-remedy/)

### "110+ Off-the-shelf Integrations from Kovair"



# About Kovair

**Kovair Software** is a Silicon Valley based software product company specializing in the domain of Integrated Application Lifecycle Management (ALM) solutions and supports global software development and management. Kovair's focus on integrating third party best-of-breed ALM tools enables creation of applications in a synchronized tools environment.

Kovair has partnered with leading technology brands like Microsoft, IBM, CA, BMC and more to provide customers a wide range of integration solutions.

**Product Portfolio:** Kovair's flagship products **Omnibus Integration Platform**, **ALM**, **QuickSync** and **Integrated DevOps** are highly preferred solutions by some of the major corporations globally.

**Recognitions:** The **SD Times 100** has recognized Kovair as one of the top 100 software innovators in the domain of Application Lifecycle Management. Kovair's Innovations in ALM Tools and ALM Integrations are well recognized both in the industry and by analysts at places like **Gartner** and **Forrester**.

**Business Focus:** Application Lifecycle Management Products and Services, Integration Platform

**Industry Verticals:** IT Consulting and Services, Banking and Financial Services, Telecom, Manufacturing, Networking, Healthcare, Defense and Government.

**Contact:** For more information about product and services contact [sales@kovair.com](mailto:sales@kovair.com). You may follow Kovair updates on [Facebook](#), [LinkedIn](#), [Twitter](#), [Google+](#), [Slideshare](#) and [YouTube](#).

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