TASKTOP

THE CUSTOMER: A LEADER AND INNOVATOR IN THE WORLD OF CREDIT CARD PROCESSING

Vantiv has been a leader in the credit card processing industry for more than 40 years. During that time, the company has realized tremendous growth while evolving its business to meet the needs of a rapidly changing financial services industry. Known for its great ideas, great people, and smart acquisitions, Vantiv is a company focused on high quality products and services for merchants and financial institutions.

Given the importance of software delivery in the financial services industry and Vantiv's business success, it's not surprising that the company is way ahead of the curve when it comes to the way they manage their software delivery process.

THE CHALLENGE: INTRODUCING A NEW AUTOMATED TESTING TOOL

Vantiv was introducing a new automated testing tool, Tricentis Tosca, into their tool mix. There was a business requirement for Tosca to update HPE ALM (already part of Vantiv's toolchain) with test results. Updating defects was particularly important. The company considered creating custom software to handle the need, but they had taken the "build" road before, with similar types of software, and decided that the maintenance involved in keeping up with disparate and continually evolving software development and delivery tools was resource intensive and neither sustainable nor practical.

THE SOLUTION: TASKTOP PROVIDED THE INFORMATION NEEDED

Tasktop was the primary solution evaluated by Vantiv. Their team performed a detailed evaluation and determined that Tasktop could not only handle the Tricentis Tosca and HPE ALM integration, automatically updating the defects in both systems, but ultimately the solution could integrate the company's entire toolchain and enable collaboration among the disciplines involved in the software delivery process.

In the early stages of deployment, Vantiv worked hard to identify clear priorities and make sure their team was in place. The company was quick to point out that

Tasktop was flexible, attentive, and provided in-depth training that gave the Vantiv team the information they needed to complete the deployment successfully.

THE RESULTS: SYNCHRONIZING PROJECTS AND AGILE IMPLEMENTATION

Tasktop has worked quite well according to Vantiv. The company was pleasantly surprised to learn that deploying Tasktop was easier than deploying some of the tools they employ. Since the original implementation, Vantiv has kicked off a variety of other synchronization projects, driven by Agile implementation projects and the need to provide consistent, meaningful data to stakeholders at the corporate level.

THE FUTURE: VALUE STREAM INTEGRATION AND FUTHER SOFTWARE DELIVERY SUCCESS

At this writing, Vantiv has plans to extend the integration between their ServiceNow and CA Agile Central (formerly Rally) tools, so that teams working in one or the other can continue with their preferred tool—no need to change tools. Vantiv explained that currently the Agile process requires all information to be in Rally in order to have corporate visibility and integration to corporate PI planning. However, many Vantiv teams and processes use ServiceNow, so this integration will be a key to accomplishing value stream integration and further software delivery successes at Vantiv.

LEARN MORE ABOUT TASKTOP

Tasktop offers a variety of resources to help organizations innovate through their software development and delivery capability. Find out how Tasktop has helped other organizations become software innovators.

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