

Helping a Center of Excellence live up to its name

Synchronizing: Microsoft TFS, IBM RTC, HP ALM, ServiceNow



The customer: a large personal lines insurance company

The company brought in new IT executives to modernize its technology infrastructure and processes. Their strategy relies on a Testing Center of Excellence as the central point of Application Lifecycle Management (ALM) activity and management.

The challenge: improve tool performance and modernize ALM

Company affiliates, agents and claims personnel all use applications that are critical to profitability and customer satisfaction. The company needed to minimize defects and improve performance in these existing and newly deployed applications. It also needed to improve its process for maintaining these applications. As a result, ALM modernization became an integral part of the company's overall IT upgrade.

The solution: Tasktop Sync integrates diverse systems

Sync allows the customer to integrate HP ALM with developer tools such as IBM's Rational Team Concert and Microsoft's Team Foundation Server (TFS), and helpdesk software ServiceNow. Connecting diverse systems in this way improves visibility and governance across the software lifecycle. It also facilitates collaboration among these teams while enabling individual practitioners to use their tools of choice.

Even if developers manage their defect remediation work in RTC or TFS, HP ALM functions as a true defect management system-of-record. When testers report defects in HP ALM, they are automatically reflected to TFS and RTC, where developers can assess, prioritize and fix the defects. When the developers update a defect's status, that change is automatically reflected in HP ALM.

The integration with ServiceNow enables the same type of collaboration. When a service desk problem needs resolution from the development team, that problem automatically creates a defect in HP QC. That defect is then

assigned to developers using RTC or TFS, and Tasktop Sync synchronizes the defect to work items in those tools. When that defect's status changes, that update is automatically reflected in ServiceNow, so the service desk stays current.

The benefits: A truly centralized approach

- **Easier collaboration** – application defect information is no longer scattered across various systems. The service desk, development team and testing team all have the same information at the same time.
- **Improved productivity** – each of these teams can use their system of choice to manage their work, but always with the most up-to-date information possible
- **Better management of quality data** – the testing team now uses HP ALM as the system of record for all defects, and as the central source of application quality information

The result: Tasktop Sync enabled the customer to increase both velocity AND quality. And what software organization wouldn't want to do that?

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.

Contact us at sales@tasktop.com or +1 (778) 588-6896