

Scale Your Process Without Breaking the Parts That Work

Synchronizing: IBM Rational Team Concert and Zendesk®



The Customer: CloudOne

CloudOne is an award-winning Internet of Things solution provider that helps companies discover, assemble, deploy and operate their end-to-end IoT solutions. With specific expertise in providing managed services for embedded software integration, business integration, factory and building operations, data ingestion and storage, analytics and modeling, their customers turn to CloudOne to receive help architecting, deploying and maintaining mission critical applications and tools in a Virtual Private Cloud (VPC) that is delivered back to them as a managed service.

The Challenge:

Because of the level of service provided to its customers, CloudOne grew at a clip that left many company operations rushing to keep up. During this period, Zendesk® was selected to implement their customer-facing processes.

The Zendesk implementation became a victim of its own success when customer requests that morphed into internal projects were left in Zendesk. It wasn't long before this new process had new scalability issues. It started with difficulties keeping tickets on track, and keeping up with the kinds of data that were needed for larger projects and more varied customer needs. As experts in the use and delivery of IBM software development tools, CloudOne decided to do something which, in hindsight, seemed fairly obvious – migrating their project tracking to the IBM Rational Collaborative Lifecycle Management platform – while keeping Zendesk for their customer-facing operations.

The Solution:

According to James Pietrocarlo, Director of IoT Engagement Services at CloudOne, *"This is where Tasktop Sync came in. It provided the glue between Zendesk and IBM Rational Team Concert. Its configurability provided exactly the data flow we needed. For example, we did not want our internal discussions to flow back out to the customer and Tasktop Sync provided the control and flexibility to keep the communication between just the right team members."*

Tasktop Sync enabled us to scale our processes with tools more specifically adapted to each function, while maintaining the existing tools that we were satisfied with (and that our customers were happy with). In other words, we could extend the process without disrupting the parts that already worked.

CloudOne is full of smart tool-smith type people. So when the need for a tool integration first cropped up, it seemed like we could rough out some custom scripting to integrate ticket systems. But no one could be diverted from their existing workload to take on a job like this. Also, one learns from experience that anything going into production becomes a full-time job, especially when tools from different vendors are updated often—and the integrations still need to work no matter what version you're on."

CloudOne

CloudOne helps the world's best companies make their things for the Internet of Things. The company brings enterprise applications to the cloud, enabling global collaborative development, production and analysis of software and products in real time on individual, secure, private hybrid cloud environments. Trusted by leading brands, CloudOne's scalable technology is supported by a team of experts and partners who share a passion for making it easier, faster and more economical to make things for the Internet of Things. Oncloudone.com

The Benefits:

By using Tasktop Sync, CloudOne was able to create an integrated tool infrastructure and workflow that matched their business needs, without diverting skilled staff away from their core business.

Like many Tasktop customers, they began by solving the problems they had identified in a specific area of their operations. But with Tasktop Sync up and running, additional opportunities to use integration to improve operations quickly became visible.

In order to better serve their customers, they decided to augmented the information in Zendesk with customer account information. They then realized that their delivery processes (now managed by RTC) would benefit from this information as well. In just a few minutes, they were able to extend Tasktop Sync's integration between Zendesk and RTC, to synchronize this information as well. Other techniques would have required much more work to accomplish what was done in minutes.

"Voila!," said Pietrocarlo. *"Tasktop Sync enabled us to easily get the data flow we needed by plugging the gaps in the tools we already use."*

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