

# Aternity Finds Agile Alignment



## CLIENT PROFILE

**Industry:** Enterprise Software

**Company:** Aternity

**Employees:** 150

## BUSINESS

Providing End User Experience Management solutions to Global 2000 organizations, empowering them with user-centric, proactive IT management capabilities that dramatically reduce business disruptions and increase user productivity.

## CHALLENGE

Limited visibility of work in progress. Lack of shared views across teams. Team dissatisfaction with previous agile project management solution.

## SOLUTION

CA Agile Central Unlimited Edition

## RESULTS

Improved visibility into their work gives teams more flexibility to prioritize, adjust and realign commitments as needed, and helps streamline the defect-handling process and support-case resolution.

## Driving Innovation with Agile Practices

Since Aternity was founded in 2005, the business world has changed dramatically. Mobile devices, software as a service (SaaS) and the cloud have taken up permanent residence in today's enterprise IT department. Aternity stays on the cutting edge by rapidly delivering innovative End User Experience Monitoring solutions that can monitor any application on any device—physical, virtual or mobile—for any user.

Earning more than four dozen awards in five years, Aternity's product innovation has established clear market leadership for the company. For the research and development (R&D) teams, achieving this leadership means maintaining Lean development practices with agile practices—a methodology Aternity has embraced since 2011.

With just under 60 employees in R&D, the department is still small enough for teams to rely on face-to-face interactions and agile rituals for collaboration. Scrum teams meet for daily standups and work closely to resolve blocks and dependencies as they arise. Product owners in Israel meet frequently with the product management team in the U.S. to align the work.

## Tool Trouble

Aternity's agile practices worked well, but the development teams were hitting a ceiling with their current project management tool. The tool did not support shared views or customized reporting, making collaboration between teams extremely difficult.

“R&D started using another project management tool to manage the work, but people very quickly abandoned it. As a result, when nearing a milestone, it became very challenging to create a single view representing the delivery status.”

**Sigal Korczyn**

Development Director, Aternity

The lack of visibility in the previous tool presented problems as the teams and product owners worked to keep iterations and releases on track. It also meant R&D was a black box for the product management team, which needed a more efficient way to collaborate.

## Becoming More Agile Integrated with CA Technologies

Halfway through a two-year contract with its previous project management tool, Aternity saw that no one was using it and turned to CA Technologies for a solution.

Development lead Sigal Korczyn explains the selection process: “I had worked with [CA Agile Central] in the past and knew it could give us a comprehensive view of our work. Plus, it’s easy; it just works.”

After a quick implementation and rollout, Aternity had all seven Scrum teams up and running on CA Agile Central. They now use Scrum and Kanban boards in CA Agile Central to manage iterations and releases, with custom reporting to track work in progress, defects, iteration and release status.

This central view is integral to the planning process, helping R&D set realistic expectations around capacity, scope and risks. The realtime visibility is equally important for ongoing steering, enabling Korczyn and her teams to track their progress, identify problems early and adapt to changing conditions. The group also uses bidirectional integration with Salesforce.com to track defects originating from customer cases, streamlining the handoff between support and development.

Korczyn explains, “With the Salesforce.com integration, [CA Agile Central] shows us the status of defects as well as the customers who reported them. This allows us to tackle the high-profile defects first and make sure our support team can close the loop with customers quickly.”

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## Putting Teams on Solid Footing

With greater visibility into their work, Aternity’s development teams are making significant strides in planning, prioritization and delivery. CA Agile Central provides a solid starting point for release planning, helping to facilitate more transparent discussions about priorities and dependencies. Midrelease, burndown and burnup charts from CA Agile Central provide quick checkpoints for the development teams and product owners as well as executive management. For team members, that means fewer in-person status checks, which helps improve productivity and morale.

The most significant benefits lie ahead, however. Korczyn and her teams will soon use CA Agile Central for portfolio planning, which is where successful development practices can tie more directly to business value.

“We’re still working on mapping features to initiatives, but we’re getting good traction with portfolio planning on [CA Agile Central],” says Korczyn. “That will help us better support Aternity’s top-line business initiatives.”



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As of July 2015, Rally Software was acquired by CA Technologies.