

SOFTWARE DELIVERY OPTIMIZATION:

THE TRANSFORMATION OF SOFTWARE DEVELOPMENT TO AN ACCELERATED YET DISCIPLINED APPROACH THAT ALIGNS TEAMS, TECHNOLOGY, AND PROCESS TO MAXIMIZE THE BUSINESS VALUE OF SOFTWARE.

TRILOGY®

TRILOGY SOFTWARE

TRILOGY SOFTWARE, INC., FOUNDED IN 1989, IS AMONG THE WORLD'S LARGEST PRIVATELY HELD SOFTWARE COMPANIES. TRILOGY IS A LEADING PROVIDER OF INDUSTRY-SPECIFIC ENTERPRISE SOFTWARE AND SERVICES FOR THE AUTOMOTIVE, ENTERPRISE AND CONSUMER ELECTRONICS, AIRLINE, RETAIL, AND INSURANCE INDUSTRIES. TRILOGY SOLUTIONS ENABLE COMPANIES TO DEVELOP, MARKET, AND SELL PRODUCTS MORE QUICKLY AND PROFITABLY.

CHALLENGES

In order to best meet its customers business objectives, Trilogy sought to:

IMPROVE REQUIREMENTS ELICITATION

As the company moved to create additional business value for its customers, Trilogy realized that its requirements elicitation process was becoming even more critical to its operations. Although some project managers in the company were educated in requirements theory and had some experience, most needed additional requirements elicitation training.

IMPROVE REQUIREMENTS MANAGEMENT

Many Trilogy project managers stored their customer requirements in word processor documents or spreadsheets. However, to improve management, tracking, and traceability, the company understood that it would need requirement

management tools that matched the size and scale of software that the company built.

SOLUTION

Trilogy contracted Borland Professional Services and deployed Borland® CaliberRM™ to provide its project managers with practical hands-on training and a system that improved requirements elicitation and management.

“Trilogy gets paid on a percentage of the value we bring to our customers, so having the correct requirements is extremely valuable to us. If we build something that doesn't add value to our customer, then we don't get paid,” explains Dan Carroll, senior program manager at Trilogy. “We engaged Borland Professional Services because of its expertise in requirements gathering and to help us better leverage the Caliber tool. The Professional Services helped us hone our methodology and also provided some outstanding feedback on specific requirements.”

Before Trilogy selected Borland, it had no single repository for requirements documents. Now, CaliberRM is being used to manage requirements throughout the entire software delivery process. Designed to capture and manage business, technical, functional, and operational requirements, CaliberRM enables stakeholders across the organization to collaborate effectively so that projects are delivered on time, within budget, and to specification.

Today, CaliberRM provides Trilogy's project managers with a graphical tool and a central repository to manage and store all

FAST FACTS

BORLAND® STREAMLINES TRILOGY PROCESS

COMPANY

TRILOGY IS A LEADING PROVIDER OF INDUSTRY-SPECIFIC E-BUSINESS SOFTWARE FOR GLOBAL 1000 COMPANIES

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TECHNOLOGY

GEOGRAPHY

U.S.

CHALLENGES

- IMPROVE REQUIREMENTS ELICITATION
- IMPROVE REQUIREMENTS MANAGEMENT

SOLUTION

- BORLAND CALIBERRM™
- BORLAND PROFESSIONAL SERVICES

RESULTS

- IMPROVED REQUIREMENTS ELICITATION
- IMPROVED REQUIREMENTS MANAGEMENT

of their project requirements, which are then reviewed by a team of Trilogy-trusted inspectors.

“In terms of usability, everyone is very satisfied with Caliber’s user interface for writing and managing requirements,” adds Carroll.

RESULTS

The automated system using Borland’s product is saving Trilogy project teams time and effort.

IMPROVED REQUIREMENTS GATHERING

Since engaging Borland Professional Services, Carroll believes Trilogy has improved its requirements elicitation. “We have never—for any piece of software that we purchased—had that kind of expertise come along with it. I found the Borland Professional Services staff member’s expertise invaluable.”

IMPROVED REQUIREMENTS TRACKING

Today, Trilogy has approximately 10 to 15 requirements managers creating requirements. Additionally, the company’s entire delivery organization—approximately 200 people—is a consumer of those requirements. “We are very satisfied with Caliber,” Carroll concludes.

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