



*Wolf Medical Systems is a leading national provider of electronic medical records (EMR) software for physicians and medical clinics across Canada. Wolf Medical's EMR software includes a complete set of physician-designed applications that automate the unique processes of billing, scheduling, workflow planning, chronic disease management and clinical practice within the context of each province's unique regulatory environments.*



## Overview

In the healthcare industry, an enormous amount of time and resources are absorbed by the management of ever-increasing amounts of patient data. In Canada, the responsibility for the computerization of these records lies with individual physicians. Wolf Medical's products are aimed at physicians and medical clinics looking to incorporate software tools that increase their effectiveness.

## Company Challenges

Prior to implementing Agile and Rally, the Wolf Medical team had no central system for planning releases, and its backlog was simply more than the team could handle. This resulted in missing key items in the backlog when executing the manual planning process. With each local health region articulating a new set of requirements, the burden of revising their EMR solution was becoming too great.

Wolf Medical needed a tool for Agile software development that would allow it to meet the ever-increasing demands of each province.

## The Solution: Agile and Rally

Now, all of the company's development planning happens right in the Rally product, including test management and defect tracking. Through integration between Rally and Salesforce.com's customer relationship management (CRM) system, Wolf Medical has direct feedback from support cases in Salesforce, is able to respond to customer requests more quickly and closes the loop on new feature enhancements.

"We can extract status reporting from Rally and see exactly what will be included in each release and which customers requested a particular feature," said John McInnes, VP of Technology and CIO of Wolf Medical Systems. "Rally provides us with the ability to track from customer request to release and allows us to measure results, eliminate items falling through the cracks and provide overall accountability for each release."

One of the key benefits for Wolf in using Rally has been the ability to expose dashboards to areas of the organization not involved in product development for greater visibility across the organization.

Since implementing Rally, Wolf Medical has completed eight releases in the last year, seven of which were related to the core product, Wolf Medical Suite. The team was even able to issue an initial release of its next-generation product that allows physicians to track chronic diseases over an extended period of time. With this information uploaded to provincial repositories, the provinces can view the impact of certain illnesses on the overall medical system nationwide.

## Company and Industry

- A leading national provider of electronic medical records (EMR) software for physicians and medical clinics across Canada

## Development Environment

- Doctor-led company that developed an application to chart medical records
- Also writing a billing program and scheduling record
- Currently in six provinces

## Challenges

- Missing key items in the backlog when executing the manual planning process
- Little to no process for tracking and managing customer requests
- Ever-increasing backlog because of unique governmental regulations in each province

## Solution

- Implemented Rally's Agile lifecycle management solutions
- Integration with Salesforce.com through Rally's Agile Product Manager
- All dev planning happens in Rally – management of requirements, tests, defects and customer feedback

## Results

- Eight releases in one year, including a next-generation product for tracking chronic diseases
- Entire company aligned to provide value to the customer
- Complete visibility from feature request to release to customer follow-up

# Scaling Software Agility



### Choosing the Right Agile Tool

Wolf Medical evaluated “every requirements management tool on the planet,” and found that only Rally could help the team easily manage defects and tests and ensure each province’s requirements are included in a particular release.

“When we showed the marketing and sales teams a visual representation of our planning and release cycles, it provided such a strong strategic vision for the company,” explained McInnes. “When people within our organization see that we are addressing customers’ needs and can easily track the progress being made, everyone feels as though they are marching in the same direction – to provide value to the customers.”

### About Rally

Rally is the #1 partner for Agile success through its family of products, coaching and community support. With a dedicated focus on Agile practices, Rally helps organizations of all sizes shorten their development cycles, minimize risk, and collaborate across teams and silos. Rally’s on-demand Agile lifecycle management products were honored with three-time Jolt Product Excellence Awards (the industry’s Oscars) in 2006, 2007 and 2008 and currently support over 300 corporate customers and 12,000 subscribers in more than 30 countries. Rally’s end-to-end solutions for Agile development also include Agile University, the largest source for Agile training, and Agile Commons, the largest collaborative Web 2.0 community dedicated to advancing software agility. For more information, visit [www.rallydev.com](http://www.rallydev.com)

“The EMR market is quickly changing, and Rally is helping us manage and prioritize our enormous backlogs. With Rally, we can adapt and remain Agile, which is truly what we have to do to remain competitive in this market.”

John McInnes,  
VP of Technology  
Wolf Medical Systems