



How to Select the Best Agile Lifecycle Management Vendor

This evaluation guide was produced in collaboration with over 20 development organizations to help you choose the best Agile solution vendor to fit your company's needs today and into the future. Use this guide to jumpstart your evaluation process with a complete checklist of the strategic considerations and tactical tool capabilities needed to succeed with Agile practices.

Balancing feature richness with simplicity is critical to your team's acceptance of an Application Lifecycle Management solution. While a feature-based comparison is an essential part of your evaluation, make sure you consider the key business factors that will impact your long-term success. Verify that your vendor has the in-house expertise and resources to help you roll-out Agile to your entire organization. Look for a market leader whose performance is validated by industry analysts, customer case studies and independent research studies. And most importantly, seek a partner with documented success in helping their customers implement large-scale Agile transformations.

Compare Editions and Features

- 1 Selecting vendors that meet your business criteria
- 2 Identifying key capabilities of an Agile lifecycle management solution
- 3 Scoring and comparing Agile solutions

1 Selecting Vendors that Meet Your Business Criteria

There are three critical areas to evaluate when winnowing down the vendors to consider: 1. Market leadership, 2. In-house Agile expertise and coaching services, and 3. Proven customer success programs.

1.1 Pick an Agile Leader

To improve your success in adopting and scaling Agile development, select an established vendor that is a proven leader in the Agile industry and has substantial market share. Choose a company that shows continuous innovation and is widely recognized by its customers, industry analysts and partners as having the resources required to support your needs now and into the future.

The presence of long-term clients and active partnerships is strong evidence of market leadership. Ask for references. Seek out companies in your industry and ask if they would recommend a vendor to their peers. Look for third-party validation of the vendor's ability to deliver measurable ROI.



Evaluation Criteria	How Rally Stacks Up
Extensive customer reference list across different industries	<p>As of August 2010, Rally supports over 3,000 customers and 123,000 users in more than 60 countries, including large deployments with Cisco, MySpace, AOL, GE, Hoover's, Ebay, Edmunds, BMC Software, Comcast, Microsoft, Inovis, Safeco, Rogers Communication, Intuit, Boeing, Qualcomm, and Sun Microsystems.</p> <p>Rally has over 31 case studies documenting customer success, including studies from CNET, Moody's, Perot Systems, BMC software and many more.</p> <p>Dozens of customers have provided video testimonials describing their success with Agile and Rally.</p>
Third party studies of real world customer success achieved with Agile practices and vendor's products	<p>QSMA's extensive study, The Agile Impact Report, details how 26 Agile development projects compare with traditional benchmarks for time-to-market, productivity and defect counts. The study concluded that teams using Agile and Rally were 50% faster to market and 23% more productive.</p>
Recognized "firsts"	<p>Pioneered the first SaaS-delivered agile development solutions in 2004.</p> <p>Rally was the first agile vendor to marry agile project management with defect management and test management, as well as the first to publish fully-supported web service integrations to popular engineering and customer management systems.</p> <p>First Agile Webinar Series in 2004 with luminaries like Mike Cohn, Jim Highsmith, Dean Leffingwell, Tom Poppendieck, Jean Tabaka and others.</p> <p>Rally pioneered Agile Commons, a Web 2.0 social network with over 15,000 active members for Rally clients adopting Agile. Named runner-up for Forrester's Groundswell Award for innovative & effective use of communities.</p> <p>Along with other leaders in the Agile community, Rally launched Agile University, a leading portal for agile training courses.</p> <p>Launched first privately sponsored Agile Success Tours across North America and Europe -First ALM data warehouse in the cloud for near-limitless options in custom reporting.</p>
Active partner relationships with industry leaders	<p>Rally has technology partnerships and integrations with HP, IBM, Microsoft, Borland, Oracle, QSM, Salesforce.com, among others.</p> <p>Rally works closely with partners that support our customers' Agile success. From regional services partners that complement Rally Services offerings, to leading development tool vendors with whom we work to deliver integrated best-of-breed solutions. Find more about our partners at Rally Partner Program.</p>



Evaluation Criteria	How Rally Stacks Up (continued)
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Proof of an Active User Community

Rally's vibrant user community in [Agile Commons](#) is a Web 2.0 social networking site where over 15,000 users participate in over 200 Agile topics areas, submit feature ideas and vote on their rank, gain full visibility into our release backlog, and collaborate with Rally on feature designs. Named runner-up for Forrester's Groundswell Award for innovative & effective use of communities.

Rally sponsors a series of [Agile Success Tours](#) and Leadership Forums across the US and Europe where attendees can hear real-life Agile Implementation stories from local companies and Agile experts. These half-day events are designed to share best practices and help quantify the benefits of Agile through Q & A and topical breakout sessions. To date, over 1,250 individuals have attended these events in major cities worldwide.

Industry awards and press/analyst validation

Industry analyst Forrester reports "Rally offers the best combination of capability and strategy," in May of 2010.

Won the Jolt Product Excellence Award 4 years in a row, from 2006 to 2009 (including awards in 2008 for both Enterprise tools and Project Management tools)

Rally named in SD Times 100 list for the 4th consecutive year, June 2010.

Major contributions to the Agile literature

Rally employees have given keynotes, talks and presented workshops at numerous industry conferences including Agile2006, Agile2007, Agile 2008, Agile 2009, Better Software 2010, Agile Development Practices 2010 and Agile2010.

Rally's knowledge portal, with more than 100,000 downloads, [Adopt, Scale and Succeed with Agile](#) provides dozens of free articles, white papers, webinars and podcasts to help practitioners adopt and scale agile practices.

Rally's [Agile Blog](#) is ranked at #73 on the Top 200 blogs for developers, is the top Agile blog in Guy Kawasaki's list (<http://agile.alltop.com/>), and a Top 25 Project Management blog as compiled by Richard Mclaughlin (listed #1 under Agile Project Management.)

Rally Agile Fellow Jean Tabaka is the author of the popular Collaboration Explained: Facilitation Skills for Software Project Leaders, part of Addison Wesley's series on Agile development.

Environmental responsibility

Rally's [SaaS](#) model reduces e-waste and energy misuse. The packaged software industry feeds a growing demand for servers resulting in millions of pounds of computer-related waste per year and water supplies polluted by mercury and lead. In contrast, SaaS applications are over 50 times more energy-efficient than installed products.

Rally offsets its data center's impact with renewable energy credits.



Evaluation Criteria	How Rally Stacks Up (continued)
Transparency into company performance	<p>Rally brings a new level of transparency to our customer relationships. You can track Rally's growth, operations performance and customer success at Rally by the Numbers.</p> <p>Rally has an extensive in-house professional services organization and maintains close partnerships with GlobalLogic, SolutionsIQ, Enthiosys, Pariveda Solutions, and many others. See Rally's full partner list.</p>
Great work environment	<p>Rally was named by Outside Magazine as the 6th best place to work in America, and ColoradoBiz Magazine as the Best Company to Work for In Colorado in 2010. Rally's commitment to local community, environment and support for employees' passions allows for a great work environment.</p> <p>Named by Outside Magazine as the 6th best place to work in America, April 2010.</p> <p>Rally named by ColoradoBiz Magazine as the Best Company to Work for In Colorado in July of 2010.</p>

1.2 Make Sure Your Vendor Has Agile Expertise In-House

While Agile principles may seem easy to grasp, putting them into practice can be challenging. An organization can improve its success with Agile by seeking coaching and training from Agile experts. A strong vendor can help you identify and implement pragmatic solutions to the roadblocks teams face as they attempt to scale Agile and Lean practices across teams and departments.

If you foresee scaling Agile beyond a single development team, verify that your vendor has the in-house expertise and resources to help you roll out Agile to your entire organization. Seek a vendor with documented success in enabling enterprise-wide Agile transformations from several hundred users to well over 1,000 users.

Evaluation Criteria	How Rally Stacks Up
Proof of expertise in Agile and Lean Enterprise transformations	<p>Rally training and consulting services introduce your teams to the project leadership skills and collaboration tools needed to deliver your first Agile projects within 60 days.</p> <p>Rally's proven flow-pull-innovate model helps multi-team development environments successfully adopt Agile practices. Rally has proven successes helping companies transition large-scale projects to Agile from waterfall processes.</p> <p>Rally's extensible Agile ALM Platform and Connectors preserve investments in existing best-of-breed development tools to ease the transition to Agile. Rally's Service Consultants are experts at organizational kickoff and agile justification</p>



Evaluation Criteria	How Rally Stacks Up (continued)
Comprehensive curriculum of Agile training courses	Rally launched Agile University (AU) in 2006 to provide organizations with the training required to create a truly Agile organization. In 2010, AU has over 60 customer-rated faculty and dozens of public courses offered regularly throughout North America. Over 4,600 attendees have completed Agile University training courses. Rally is a Registered Education Provider (REP) with both the Project Management Institute and the Scrum Alliance.
Respected source of Agile knowledge	<p>Rally's Knowledge Portal provides free access to white papers, presentations, webinars, videos and articles about Agile project management, product management, requirements management along with test and defect management.</p> <p>Agile Commons is a web community with over 15,000 members dedicated to increasing our mastery of agile and lean practices. Members interact with each other, get support, vote on ideas, collaborate on design decisions and post apps and integrations.</p>

1.3 Evaluate the Vendor's Customer Success Programs

All vendors claim their applications are easy to use, but smart buyers know that strong vendors go beyond providing web-based community support and do-it-yourself implementation. Partner with vendors who offer a guaranteed success program that is aligned with the long-term success of their customers. Seek a partner with sufficient pre- and post-sale technical support resources to insure that your tool adoption goes smoothly.

Look for vendors who offer flexible licensing and deployment options. Your vendor should offer you a choice of an on-premise installation or a true hosted-SaaS platform. Verify that they provide dedicated pre-sales engineers, dedicated customer success staff and a professional services team that is able to train and serve your global teams.

Evaluation Criteria	How Rally Stacks Up
Frequency of product releases and defect fixes	<p>Since 2004, Rally's release history shows a consist delivery of 5 to 7 major releases a year focused on our customer's highest prioritized feature requests. Release priorities are re-set every month, and minor updates and defect fixes are deployed on a weekly basis.</p> <p>Bugs found outside of our major release cycles can be escalated and fixed on Rally's SaaS offering within one week of submission.</p>
Free product training sessions	<p>Customer webinars describe new features and their use in context of a real project with lots of time for Q&A with the Rally staff.</p> <p>Free Weekly Rally Rev-up webinars help new customers learn how to plan, schedule, track and review their work within Rally.</p>



Evaluation Criteria	How Rally Stacks Up (continued)
Partner behavior rather than a tool vendor behavior	<p>Pay-as-you-go business model requires Rally to earn customers business every day.</p> <p>Open customer communication through Agile Commons with direct access to Rally product staff and visibility into development progress towards customer requests.</p>
Extensive self-help library, on-demand videos and "how-to" descriptions for performing common tasks	<p>Extensive search capability across support solutions, online documentation, training videos and the Rally user community (Agile Commons). Vast library of "how-to" presentations at Learn Agile.</p> <p>Recorded tool training, methodology training, best practices, and role-based training</p>
Product training and resources	<p>Rally provides live and recorded web-based training to help you get started and learn Rally as well as web-based training by product area or role.</p> <p>Rally provides product implementation services for specific integrations, charts and reports and success planning to roll-out Agile and Rally from the pilot team to the entire company.</p>
Responsive customer care with extended hours to support global teams	<p>Rally's Customer Care Organization provides an extensive knowledgebase and responsive online and email support. All customer support engineers are Certified Scrum Masters.</p>
Partner behavior – not simply a tool vendor	<p>With the bulk of our customers signing up for our subscription service, Rally is focused on providing superior customer service and continually responding to evolving customer needs.</p>
Customer Success Plans	<p>As a free service, Rally co-creates success plans with key customers to ensure that their organizations are successful with rolling out Agile and Rally. A cross-functional team of representatives meet regularly and provide customers what they need in terms of training, support, tooling recommendations, internal self-education resources and formal coaching.</p>
Licensing options to lower risk	<p>Monthly subscription licensing model allows customers to start with a small number of licenses and then increase their licenses as they assess their true usage needs.</p>
Deployment options to lower cost	<p>Rally deployment options map an incremental approach to adopting Agile and Rally.</p> <p>Software as a Service deployment model (SaaS) eliminates big upfront IT investments so customers initially focus on success with Agile - not rolling out new infrastructure.</p>



2 Identifying key capabilities of an Agile lifecycle management solution

Experienced Agile shops have identified three areas that improve their initial experiences with Agile solutions and lead to long-term success: 1. Low cost of ownership, 2. Support for low-risk, incremental adoption of Agile practices, and 3. Rich implementation of the critical features in Agile lifecycle management tools.

2.1 Seek a Low Total Cost of Ownership

Beyond your first team, it is rarely possible to know up-front how fast your organization will adopt Agile and tooling. This means companies are at risk of being saddled with large, unproductive software investments if their vendors lock them in with up-front license fees coupled with large installation and integration costs. Traditional software vendors prefer these pricing and deployment models because they transfer all costs and risks to the customer. The vendors get their money early, while customers own operations burdens and often over-purchase far ahead of their real adoption curve.

To keep your total costs and start-up risks low, avoid big up-front investments for licensing, installation and integration. Look for vendors that offer pay-as-you-go subscription pricing and shoulder the deployment and operations costs with true SaaS architectures and packaged integrations. As your Agile adoption spreads across your organization, you can add licenses as needed, with no additional administrative or deployment costs.

NOTE: Don't be fooled by vendors who claim to offer an on-demand SaaS solution, but deploy their application with legacy hosted models. These ASP vendors maintain your software as a single instance with inadequate security, poor redundancy, no auto-failover and inability to ensure worldwide performance.

Evaluation Criteria	How Rally Stacks Up
Proven performance and availability	<p>Rally delivers an historical total uptime of 99.9%. Release updates are performed during a short, scheduled off-hours maintenance window. Customers can monitor Rally system status live through Agile Commons. Rally offers a Service Level Agreement that backs our up-time with a reimbursement of service credits if it is not met.</p> <p>In the event of major server failure, availability is restored within two to three minutes thanks to a clustered server scheme.</p> <p>Rally's hosted application is delivered over the Akamai EdgePlatform, the world's largest fault-tolerant network with over 56,000 servers in 70 countries. Utilizing this network improves application response time by identifying the fastest, most reliable path to and from your server, improving performance and reliability of both data retrieval and delivery.</p> <p>Rally reliably predicts when hardware upgrades will be needed. Performance is continuously monitored and server response time is charted with a target baseline of under 300 milliseconds</p>



Evaluation Criteria

How Rally Stacks Up (continued)

No shelf-ware

Rally's [pay-as-you-go subscription pricing](#) means you can adjust your seat count to mirror your actual usage as you roll out Agile and Rally to your teams.

Rally offers ramp-up discount pricing to reduce your costs as you scale your Agile adoption.

No upfront setup or hardware costs

Our clients pay no add-on or up-front fees for utilizing Rally's high performance and disaster hardened SaaS infrastructure. [Compare Rally's up-front cost savings](#) over other vendors' installed software. Immediate savings range from \$7,500 for a minimum configuration to \$22,500 for a fully redundant, clustered architecture with global performance caching.

Zero setup charges and no hidden costs. Rally's user license includes everything your company needs to rapidly deploy Rally to a globally distributed development organization.

Zero administration and operating costs

[Rally's true-SaaS platform](#) means zero IT costs for this high availability and high performance application.

No costs or labor for application install or upgrades

Rally manages all updates, migrations and interoperability. No need to hire a full-time administrator or struggle for operations resources. Our customers report an average administration-to-end-user ratio of 1:1000 or better.

World class security and data protection

Rally delivers the highest levels of physical, network, server, [application and data security](#) to ensure that your data remains private, available and secure. Strict user authentication based on rules you set prevent unauthorized access to your application. Rally secures all client-to-server requests with SSL encryption. Additionally, Rally protects its physical, network, systems and premises with highly-restricted personnel access, best-of-breed intrusion protection at each network layer and scrupulous patch maintenance. Since threats morph constantly, an independent security firm performs regular vulnerability assessments.

Reliable data replication, backup and disaster recovery schemes

Your production system is backed up every hour and transferred to the disaster recovery site. We keep a rolling 21 days worth of backups.

Rally will recover in two to three minutes from a major hardware crash. Disaster recovery is offsite with data synced hourly. Recovery time is eight hours from a major disaster at a primary data center.



2.2 Support for Low Risk, Incremental Agile Adoption

One of the most important tenets of Agile is the continual improvement that results from retrospectives. With Agile, roadblocks and waste associated with legacy processes become highly visible and are prioritized in an “organizational change” backlog. Maturing and scaling Agile involves tackling these issues iteratively and incrementally to speed value delivery, improve quality and quickly respond to changing requirements.

Seek a vendor who understands how Agile practices and tools can be adopted incrementally with pragmatic training and low-risk evaluation and deployment options. Avoid one-dimensional tool vendors who strive to sell you licenses without regard to what you actually need at this stage of your maturity. Partner with a vendor who will help you steadily build on the successes of your first pilot and work with you as you scale Agile to enterprise adoption.

Evaluation Criteria	How Rally Stacks Up
Flexible process for adopting Agile and tools	<p>You can evaluate Rally with no financial risk via our Free Community Edition, or free 30-day trial of Rally Enterprise Edition.</p> <p>SaaS deployment model eliminates big up-front IT investments, so you initially focus on success with Agile instead of rolling out new infrastructure.</p> <p>Proven coaching services help you implement Agile practices with your first teams within 60 days and develop an Agile rollout plan for your organization.</p>
Free edition for pilot projects and small Agile projects	Free, fully hosted Rally Community Edition provides Agile project management, defect management and test tracking for a team of 10 people
Free evaluation of enterprise class products with no downloads or IT resources required	Free 30-day trial of Rally Enterprise Edition adds support for multi-team program management, quality management, custom apps, reports and views plus integrations with engineering and customer management systems. Free 30-day trial of Rally Unlimited Edition , which scales to become the system-of-record for an entire development organization, tracking each product’s status, progress and quality across the full idea-to-deployment lifecycle. Includes support for idea management, regression test management, time-tracking and development sandboxes to fully test enterprise integrations before deployment.
On-premise deployment option	<p>For those customers who are required to keep corporate data behind the company firewall, Rally offers an on-premise solution so you can deploy Rally’s Agile lifecycle management solution on site.</p> <p>While all on-premise solutions require customers to invest resources into setup and maintenance, Rally’s on-premise solution provides significant cost savings over competing solutions such as short deployment times and low operating costs.</p>



Evaluation Criteria	How Rally Stacks Up (continued)
Add functionality without operations cost or delay	<p>Rally’s SaaS deployment model makes it easy to add additional functionality as your adoption matures. Enterprise Edition customers can upgrade to Rally Unlimited Edition and instantly add capabilities for demand management, quality management, product management and integrations with your engineering and customer management systems as you scale Agile across multiple teams and departments.</p> <p>Be wary of tools that can only be deployed in a big-bang, one-size fits all approach to tooling, or whose architecture requires that you re-install or migrate your data if you wish to add new functionality.</p>
Migrate trial data to Enterprise Edition or Unlimited Edition with no data loss	Start on-demand with free Rally Community, Rally Enterprise or Unlimited trial and migrate all of your data to Rally Enterprise or Unlimited Editions with no migration fees or costs.

2.3 Evaluate the Richness of Features and Integrations

Based on feedback from customer interviews, industry analyst research and measurements of actual tool usage, there are dozens of key features and characteristics that have been proven most useful to Agile teams as they scale from single-team pilots, to multi-team programs and eventually to enterprise wide agile deployments.

NOTE: To download a detailed comparison matrix, refer to Step 3: Scoring and Comparing Agile Solutions.

Feature Area/Agile Practice	Rally’s Capabilities
Ease of Use	Intuitive user interfaces and workflows, embedded learning tools and examples, bulk editing, drag-and-drop ordering, and the ability to customize fields and dashboards to mirror your development process.
Process Support and Customization	Look for a tool that provides maximum flexibility in support of planning and tracking iterative development projects. Every organization and team will develop an Agile process that is unique to their development environment. You must be able to customize the fields, screens and dashboards to fit your process.
Programmable Internet Platform	A fully supported and versioned Web Services API allows Rally to be extended and integrated with other applications. You can easily create views and reports that can be deployed as custom tabs or viewed within external applications. Rally ships with an extensive catalog of Apps that experienced Rally users can modify and extend to meet their needs. In addition all App and integration code is hosted in the cloud, eliminating the need for IT resources and expense.



Feature Area/Agile Practice	Rally's Capabilities (continued)
Agile Project Management	Program-level work against a high-level roadmap theme or feature/epic can be decomposed, distributed and tracked among many project teams that each have their own release backlogs, cycle times and iteration cadence. Support for planning and tracking of individual stories as they move from backlogs to acceptance. View story breakdowns by their related tasks, tests and defects.
Multi-Team Program Management	Rally supports a flexible, n-level project hierarchy to mirror your organization's structure. Group releases together into common progress and status views, allowing program managers to easily scan project hierarchies and instantly see rollup status of any or all their programs, features and resources.
Release Planning	Rally supports each of the key steps in release planning: determining team velocity, setting release and iteration schedules, selecting and estimating user stories for the release, and mapping stories to iterations. Releases can span multiple teams and flexible reporting makes it easy to track progress, status and changes in project scope.
Iteration Planning	Rally supports each of the key steps in iteration planning: setting the iteration goal and theme, determining team capacity, selecting highest priority backlog items, creating and estimating tasks, and verifying that the team is not exceeding its capacity. As team members sign up for tasks, their capacity status is updated in real-time. Color codes provide status indicators that monitor each team member's workload as they sign up for tasks. Issues or dependencies between user stories, tasks, defects, etc. can be established. Team members can create customized views of the stories, tasks, defects, etc for any iteration, allowing them to filter and display only the information that is relevant to their role.
Open, Versioned Web Services API	Rally supports SOAP, REST and JSON interfaces. A fully versioned, documented and supported Web Services API insures that integrations will not break with new releases.
Requirements Management	The import, creation and editing of Requirements is central to any ALM solution. Requirements (or user stories) support attachments, parent/child and predecessor/successor relationships, full traceability with revision and change histories, and the ability to link test cases and defects to requirements. Notes and comments can be attached to requirements, and discussion threads can be linked to any requirement. Rally's intuitive drag and drop use interface makes it easy to schedule stories in both releases and iterations. Requirements can also be linked to code/change sets through our integration modules or via the rally Web Services API.
Defect Management	Rally provides full support for defect management. You can enter, track, estimate and schedule defects and defect suites (related groups of defects) to iterations. Defects can be associated with requirements and tests, and you can link attachments (screen shots, code snippets, etc.) to defects. Rally also integrates with leading third-party test and defect management solutions via dedicated connectors or our web services API. A full suite of reports allows you to track defect status by project, state, priority, arrival/kill rates, etc.



Feature Area/Agile Practice	Rally's Capabilities (continued)
Test Management	Rally has built in support for test management. Test cases can be linked to stories, and groups of Test cases can be organized into Test Plans. Rally also integrates with third-party test management solutions, such as HP Quality Center and Borland Silktest via dedicated connectors or our web services API.
Resource Management	<p>Track availability and capacity of your team members with visual indicators to flag over-burdened members. Roll up individuals to view loading and capacity across projects and programs. Track development time spent by project or specific work items for cost, capitalization and billing reports.</p> <p>Rally's Time Tracker is a convenient, one-stop time reporting for team members that gives execs and accounting the cost tracking needed for budget control, capitalization and billing reports.</p>
Product Management	Rally's integrated Product Management module collects and centralizes customer feedback and allows organizations to prioritize features based on CRM stats or usage data. Customers can view the status of their requests and track their progress through development. Product owners can make informed decisions when prioritizing features by validating their value with CRM metrics.
Support Management	Rally collects and prioritizes customer-reported defects from support cases in Salesforce.com , tracks the development stats of defect resolution and creates customized release announcements.
Demand Management	Rally Idea Manager drives innovation by soliciting, refining, ranking and tracking user ideas from their inception through delivery.
Communication and Collaboration	Customizable role-based dashboards allow each user to monitor activity relevant to their role. Rich-text discussions, email triggers, RSS notifications and recent activity dashboard panels with social media style interfaces keep team members informed about changes or discussions that impact them. Comments and discussions are available on all artifacts and support for instant messaging is embedded into the application.
Fully Supported Integrations with Development and CRM Tools	Rally has an entire engineering team dedicated to developing a growing library of fully supported integrations with key technology partners. Be wary of vendors that dump their unsupported and untested integrations into open-source repositories. Rally has developed partnerships and integrations with leading vendors (HP, IBM, MSFT, Oracle, Borland, Salesforce, etc.) of IDE, version control, build, test, and defect management systems.
Estimation	Rally supports two levels of estimating precision: one for release planning (e.g. story points) and another for iteration planning (e.g. task hours). Units can be customized by the users with default estimation units of story points for user stories and hours for tasks.



Feature Area/Agile Practice	Rally's Capabilities (continued)
Administration	Rally's SaaS model simplifies project administration and maintenance with support for single-sign-on and LDAP. Rally also makes it easy to set up new projects and teams, provides robust password management and includes flexible control over user permissions. Automated backups, rapid failover and disaster recovery, and annual security audits are all included in your subscription at no additional charge.
Performance and Scalability	Published metrics document real-time server response metrics. Rally's hosted application is delivered over the Akamai EdgePlatform, the world's largest fault-tolerant network with over 56,000 servers in 70 countries. Rally has proven scalability with several customers exceeding 1000+ seat installations.
Security	Rally has devoted significant resources to implement a state-of-the-art security infrastructure. Rally verifies security procedures through independent audits that regularly assess physical, network, server, application and data systems for vulnerabilities.
Deployment and Migration Options	Rally employs a true SaaS multitenant deployment model (not legacy hosted ASP.) Clients can migrate from the free Community Edition to the multi-team/multi-project Enterprise or Unlimited Edition at any time. Options are also available for migrating SaaS hosted data to Rally's on-premise solution with no data loss.
Reporting	Highly flexible queries and filters to create custom tabular and graphical reports. Includes dozens of built-in reports for charting user stories, defects, test cases, project burnup/burndown, cumulative flow and much more. Supports a rapidly expanding library of fully supported apps plus dozens of public domain, user-generated mashups. Rally's custom report designer allows users to point and click to create an unlimited number of custom reports than can be saved and shared with team members.
App Catalog	The Rally App Catalog contains applications that extend Rally's functionality with custom features, displays, and reports created by both Rally and its customers. Rally apps are instantly available through the Rally SaaS Platform, eliminating the need to perform maintenance or updates for the new functionality.
Application SDK and Customization Services	Rally's updated App Software Development Kit (SDK) simplifies the creation of custom applications by providing data-driven components. These building blocks lay the foundation for letting users leverage the business information in the Rally Platform. Rally's professional services let customers take advantage of Rally's extensive expertise in creating custom functionality that tunes and extends Rally to meet specific visibility, reporting or collaboration needs.



Feature Area/Agile Practice	Rally's Capabilities (continued)
Build and Source Code Traceability	Rally's traceability to build and source code management artifacts helps development and Q A teams increase the quality of their company's product portfolio. Features and integrations include: Enhanced integrations with source code management and build tools - including Git, Hudson, Perforce and Subversion - allow direct relationships between Rally stories, defects, tasks, builds, and source code check-ins; new traceability reports trend the health of continuous build environments and show Agile teams where defects occur in the code base to support refactoring and quality and partnerships with development tool providers AccuRev, JetBrains, StreamStep and UrbanCode let customers use best-of-breed tools instead of being locked into a single-stack proprietary toolset.

3 Scoring and comparing Agile solutions

Comparing Agile lifecycle management vendors is best done using a spreadsheet. To assist your evaluation, **ask for the Agile Vendor Evaluation Matrix** by sending an email request to info@rallydev.com. This Excel sheet provides an extensive evaluation list that includes vendor criteria and detailed product feature information.

Additional resources to consider during your evaluation:

- [Rally Deployment Guide](#)
- [Rally Services](#) for succeeding with Agile
- Description of [Rally Integrations](#)
- [Rally Architecture and Security](#)
- The advantages of [Agile and SaaS](#)
- Calculating [Total Cost of Ownership](#) of Agile solutions

Five primary reasons customers have selected Rally as their Agile solutions partner:

- Agile expertise, training/coaching and thought leadership
- Ease of use
- Extensible platform with App Catalog and fully-supported integrations
- Support for large-scale multi-team deployments
- High performance, reliability and proven enterprise scalability

We hope this guide helps you consider the critical aspects of selecting the best Agile vendor.