



ScriptLogic Corporation is a leader in network administration software for Microsoft® Windows-based networks. ScriptLogic solutions virtually eliminate administration errors, shrink overhead and manage system updates faster and more efficiently - improving enterprise productivity and freeing scarce IT resources to focus on more business-critical tasks.

Overview

ScriptLogic Corporation is a leading global provider of systems lifecycle management solutions for Microsoft Windows-based networks. ScriptLogic's award-winning suite of Desktop management, Server management, Active Directory and Help Desk management products help empower network administrators to proactively save time, increase security, and maintain regulatory compliance. More than 22,000 customers use ScriptLogic solutions to manage approximately 5.3 million desktops and 124,000 servers. A vast range of operating environments means that ScriptLogic products need to work right the first time. Getting the risk out of any product as soon as possible and having a checkpoint for quality is mission critical for the entire development team.

Company Challenges

ScriptLogic adopted Agile in 2005 in order to better manage projects, bring any bugs or defects into focus early, and increase the predictability of releases. Agile adoption was the first step towards a better managed process that would allow them to scale product development to meet business goals.

The team initially used homegrown spreadsheets as a way to track various projects. However, the tracking process and reliance on homegrown spreadsheets was not keeping up with their growing development organization and the increasing number of products in development. With development teams distributed around the globe, it was difficult for product owners, partners and the business to track the product lifecycle of individual products. It became clear that an Agile tool was needed for end-to-end product lifecycle management.

Choosing the Right Agile Tool

ScriptLogic first used open source tools to get a sense if a tool could indeed meet their Agile project management needs. An open source tool was used for one release and the development team enjoyed using a tool that represented a sprint or iteration. But, the team also found many drawbacks to open source tools. With no integration to test management, defect management or program level planning, open source tools were missing the functionality that ScriptLogic really needed – an end-to-end view of the entire software development lifecycle.

ScriptLogic quickly put together a list of requirements for a solution that would better support their development process. The requirements included:

- An underlying focus on Agile practices
- No additional software or hardware to install
- No additional resources required to host or maintain
- Ability to manage the entire product lifecycle
- Capability for distributed development team to use

After a trial of Rally and other tool vendors, ScriptLogic concluded that only the Rally solution met all their criteria.



Company and Industry

- Industry: Technology
- The leader in network administration software for Microsoft® Windows-based networks

Development Environment

- Rapid, frequent internal releases of new features, architecture and maintenance updates
- Requirements and architecture driven
- Two-week iterations, with automated, daily builds to quality assurance
- As many as 20 simultaneous development projects active at any time

Challenges

- Vast range of operating environments for products increases testing complexity
- Globally dispersed teams spread throughout the world makes it difficult to synchronize development efforts and deliver on time
- Rapidly growing development organization affects productivity when employees can't ramp-up quickly
- Rapidly growing number of products makes prioritization difficult

Solution

- Implemented Rally's Agile lifecycle management solutions
- Effective synchronization of development efforts enables on time delivery of software
- Improved productivity for new employees
- Clear prioritization and end-to-end product lifecycle management for all products

Results

- A record number of product releases in 2007, with 50% fewer maintenance releases required
- Time savings due to better management
- Dollar savings from the delivery of better quality software

Scaling Software Agility®



The Solution: Agile and Rally

ScriptLogic began using Rally for one project and then spread the solution throughout the company in a phased approach. Today, all ScriptLogic products are managed with the Rally solution. The support team uses Rally to report on any defects in the field, and development managers, project managers, backlog and release managers and the QA team access Rally on a daily basis. Globally dispersed teams can now all go to one place to make critical updates or to simply see the status of a given project.

“Rally is the focal point of our Agile development process,” notes Ben Battle, Vice President of Product Development.

Every day the development teams, along with QA, meet for a daily scrum. During the meeting, the team views the project’s current iteration in Rally and then walks through iteration task status, addressing each story or defect. These meetings can take anywhere from 15 minutes to an hour, depending on the project and are run by project managers. Senior management attends meetings as needed to help manage through resource allocation and prioritization questions. The teams all run on two-week iterations.

“Using the Rally solution is a central part of what we do every day. It works and is always reliable, and we can count on Rally’s support team to be incredibly responsive whenever we have questions,” says Ben.

Ben explains, “We save time because we are better managed, and we save money because we have tighter releases with higher quality. We also know more than we ever did about releases when we put them out. In 2007, we had a record number of product releases with fifty percent fewer maintenance releases required.” Ben also notes that the adoption of Rally serves to reinforce Agile principles. “There is a lot of dogma around Agile. Rally really cuts through the dogma and helps teams and organizations achieve the real business value in Agile practices. Rally beats anything else on the market.”

About Rally

Rally is the leader in Agile application lifecycle management (ALM) dedicated to making leaner development organizations that respond faster to changing customer needs. According to a study by QSM Associates, teams that rely on Rally’s Agile lifecycle management products and services are 50% faster to market and 25% more productive than industry averages. Rally’s products were honored with four consecutive Jolt Awards (the software industry’s equivalent of the Oscar® award) in 2006, 2007, 2008 and 2009. The company’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.

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