



CUSTOMER STORY

How SITA Manages Complex Product Development with Globally Distributed Teams

Companies with teams spread across the world, increasingly complex products, and expanding product lines require a centralized system to manage reviews and requirements. These teams must be able to trace requirements from conception through design and implementation. Plus, given the disparate locations for teams, ease of use around a shared solution is a critical factor, especially when it comes to adding new users.

When it needed a collaborative software solution for managing requirements within its Border Management portfolio, SITA (*Société Internationale de Télécommunications Aéronautiques*), a multinational company providing IT and telecom services to the air transport industry, selected Jama Connect™ for its robust functionality, simple accessibility, and ability to drive efficiency.

Founded in 1949 by 11 airlines that combined their communication networks to establish a cost-effective, shared infrastructure, SITA is the world's leading specialist in air transport communications and information technology. With nearly 5,000 employees in 197 countries, SITA's extensive communications network covers 95% of all international destinations.



I want my team to focus on writing requirements, not finding requirements.”

Alistair McBain, Sr. Business Consultant, SITA

With Jama Connect, the team overseeing SITA's Border Management portfolio has increased opportunities for stakeholder collaboration while simultaneously streamlining the review process for requirements and establishing traceability throughout the development cycle.

For its various teams, Jama also offers SITA a centralized repository that all members can utilize for evolving requirements, as well as increased options for sorting and viewing data, and — ultimately — greater confidence that they're building what they set out to build.

Here are some of the ways the team overseeing SITA's Border Management portfolio has used Jama Connect to upgrade its development of complex products.

An Expanding Portfolio of Products Brings Added Complexity

While its Border Management portfolio continues to broaden, SITA knew it needed to change its process to become more efficient. SITA makes a suite of products, and while individual releases can work on their own, they also must effortlessly integrate together. This, in turn, makes SITA's products more complicated, and they grow even more so as customers request new customizations to fit their individual needs. "Keeping track of what customizations every customer uses on an already expanding portfolio was proving extremely complex," says Alistair McBain, Sr. Business Consultant, SITA.

After reviewing requirements management options on the market, SITA chose Jama Connect and has been using it for about three years. Jama Connect now allows SITA to easily reuse its product requirements and invest extra time into focusing on the customization aspects for specific customers. Jama has also been helping SITA's Border Management portfolio team fine-tune its three major product releases a year. And, because of Jama's reuse functionality, it eases the overall exercise of developing those products.

SITA is also benefiting from Jama Connect's traceability for its requirements. As product complexity increases, it's incredibly difficult to maintain traceability when you're

managing requirements manually. And SITA's Border Management team says it was struggling to maintain traceability for just that reason, while the volume of its requirements continues to expand. "It's much easier to do that in Jama Connect," McBain says.

There are little things too. Now managers can actually change the status of the workflow in a way that is formally recorded and audited. The output provides more visibility into all requirements across multiple projects, which helps SITA's teams stay in the loop.

Beyond all that, though, SITA is still finding fresh ways to leverage Jama to gain more value.



With Jama Connect, as we find new areas of either functionality or internal process requirements, we update our requirements process accordingly and train the team and roll out new aspects of it."

Alistair McBain, Sr. Business Consultant, SITA

Streamlined Review Process Speeds Efficiency and Heightens Visibility

Upon discovering Jama Connect, one of the things the SITA team loved was its Review Center feature, which allows users to review, comment, and leave feedback on requirements in real time. Review Center is a powerful accelerator for SITA's increased efficiency, cutting down on time previously spent in meetings, sorting through document versions and emails, and consolidating feedback every review cycle.

Since the SITA Border Management portfolio team is dispersed globally, it needed an efficient, easy way for everyone — from development to test teams, business analysts to project managers — to review requirements. Instead of having to filter through notes, comments left within documents, or trying to recall something someone said in a meeting, Review Center keeps everything housed in one place.

“Review Center wasn't the sort of thing we were looking for initially,” McBain says. “So, it came as a little bit of a surprise when we saw the functionality and realized how useful it would be. It has proved to be a big benefit internally.”

And Review Center continues to help SITA in unexpected ways. For example, the team doesn't mind performing several iterations of reviews now, because it's so much easier than before.



[Jama Connect] has allowed us to get more people from our other offices involved in the collaboration process because we're not all having to sit on a conference call at awkward times. People can come into the system at a time that suits them and review things. And we know their comments will be seen by everybody else.”

Alistair McBain, Sr. Business Consultant, SITA

Improved Collaboration with Remote Teams Leads to Better Products

Globally distributed teams are the new normal in many industries. Keeping remote staff members on the same page can be a challenge, and that's especially true when it comes to ensuring the backbone of product development is correct: requirements.

Jama Connect provides SITA's Border Management portfolio team with a centralized, accessible repository for all its requirements. As the team's single source of truth, Jama Connect ensures everyone from business analysts to developers and testers — no matter where they are located in the world — are all working off the same set of current requirements.



Endless Opportunities on the Horizon

After three successful years with Jama Connect, SITA's Border Management portfolio team is now in the process of integrating the platform with both [Atlassian JIRA](#) and [Micro Focus Quality Center](#), to drive even closer cooperation and collaboration between business analysts and development teams.

And SITA is also looking to bring even more of its team members into Jama Connect, adding business requirements and capabilities into the solution as well, so they can all share in the benefit of having one central location from which to access requirements.



We have a lot of collateral that was previously held in documents. In the future, we'll migrate that collateral into Jama, which will make it more widely accessible and easier to leverage. And, most importantly, we'll also be able to trace that collateral back to its original business requirement.”

Alistair McBain, Sr. Business Consultant, SITA

Learn more about how Jama Connect can help improve your team's efficiency, collaboration, and reviews.

ABOUT JAMA SOFTWARE

Jama Software® is focused on maximizing innovation success in multidisciplinary engineering organizations. Numerous firsts for humanity in fields such as fuel cells, electrification, space, software-defined vehicles, surgical robotics, and more all rely on Jama Connect® requirements management software to minimize the risk of defects, rework, cost overruns, and recalls. Using Jama Connect, engineering organizations can now intelligently manage the development process by leveraging Live Traceability™ across best-of-breed tools to measurably improve outcomes. Our rapidly growing customer base spans the automotive, medical device, life sciences, semiconductor, aerospace & defense, industrial manufacturing, consumer electronics, financial services, and insurance industries.