

STRATOS GLOBAL – A CASE STUDY IN COMMUNICATION

OVERVIEW

Stratos uses Contour & the JIRA Connector to unite their organization.

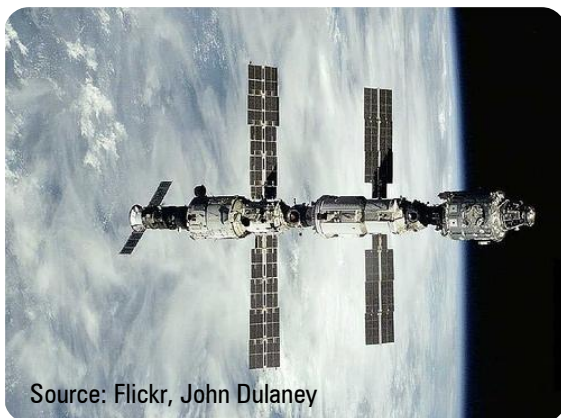
Maybe best known for providing the Iridium phone service that explorers and military personnel use in the most remote places on Earth, Stratos Global is a technology leader in satellite communications.

More than 20,000 customers use Stratos products and services to optimize their ability to communicate from anywhere on the planet. Stratos serves U.S. and international governments, first responders, oil and gas, industrial, maritime, aeronautical, and news media across seven continents and the world's oceans. If you're out at sea or at the North Pole and need to communicate, you call on Stratos.

As an example, Stratos was recently the official provider of mobile satellite services to the Volvo Ocean Race, the elite sailing event that just concluded in June. Stratos ensured that the racing organizers and crews remained in touch throughout the grueling 9-month marathon across 37,000 nautical miles.



Learn more: www.stratosglobal.com



Bridging the communication gap between IT and business users. Stratos is using Contour and the JIRA Connector to unite their team together for more efficient product development. [Read their story >](#)

Recently we chatted with Cherine Day, an experienced business analyst at Stratos, and we asked her a few questions about how Contour helps her product development team succeed, and why the JIRA Connector for Jama Contour is a valuable integration for her team. Here's what she had to say.

QUESTION #1

What are the goals of the projects you're managing within Contour?

The primary goal of using Contour is to house all requirements and test cases along with all of the correspondence in one application. This is beneficial as it increases the communication with the business stakeholders as well as documents all the conversations regarding the business and functional requirements of the systems we're building. Also, Contour acts as the test case repository for the application being developed. Where all of the test cases created for release 1 will become regression test cases for subsequent releases and they can be tagged as such for all future releases.

QUESTION #2

How large are your projects in terms of requirements and the size and geography of team?

The current project my team is working on is a re-write of an existing system we manage. In total we have 164 use cases currently written. The core team involved in this project consists of four developers, 3 system analysts, 2 business analysts and one project manager. We are all located in St. John's, Newfoundland, Canada, with the exception of one of our developers who works remotely from Tampa, Florida.

Our company is a global organization with offices around the world, so our business stakeholders are in The Hague, Netherlands. The fact that Contour is Web-based makes it very easy for us to collaborate with everyone regardless of their location and time zone.

"We're using Contour to house all requirements and test cases along with all of its correspondence in one application."

*Cherine Day, Business Analyst
Stratos Global*

QUESTION #3

What development process do you use?

We are currently using a hybrid of Agile and Iterative processes.

QUESTION #4

What's the biggest challenge your team faces in managing this process?

Our biggest challenge is documentation on both sides – business and technical. We needed the ability to keep up with testing as well as managing requirements at the same time because the role of the business analyst in our organization encompasses quality control.



QUESTION #5

Why did you choose Contour? How has it helped you be successful?

Contour has definitely increased the efficiency of the business analyst role. Having all of our requirements housed under one application where they can be easily assessed for level of effort (LOE), classified and tagged for releases is a huge benefit.

Contour has stepped up the communication between IT and the business. It's empowered our business stakeholders into determining the priorities and seeing the progress. This new level of transparency is really the biggest gain!

QUESTION #6

How will the JIRA Connector for Jama Contour help your team?

Our analysts work in Contour and our developers uses JIRA for task management and issue tracking.

This integration will save us a tremendous amount of time and ensure our entire organization is in sync on the latest scope and status of what we're building.

"Our analysts work in Contour and our developers work in JIRA. This integration will save us a tremendous amount of time."

*Cherine Day, Business Analyst
Stratos Global*

QUESTION #7

What were you using before Contour to manage requirements?

Like a lot of companies, we were just using spreadsheets and email. It wasn't fun.

ABOUT JAMA SOFTWARE. PEOPLE AGAINST PROJECT FAILURE.

Jama's mission is to help companies build great products by taking a collaborative approach to requirements management. Founded by a team of experienced software professionals, Jama has created a powerful, Web-based application called Contour that helps organizations increase customer satisfaction, accelerate development cycles and ensures high quality products.

Used by thousands worldwide to build sophisticated software, products and systems, Contour customers include Intel, Amgen, Bio-Rad, Virgin Media, Wells Fargo, Fluid, SMART Technologies, Tectura, Stonesoft, Stratos Global and many others. To learn more, watch videos and download a free trial, visit us online.

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