

# CASE STUDY

# STRATOS GLOBAL:

Stratos Global 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 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.

Stratos is using Contour and the JIRA Connector to unite their team together for more efficient product development.

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.

## 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 will become regression test cases for subsequent releases and they can be tagged as such for all future releases.



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Cherine Day,  
Business Analyst, Stratos Global

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!

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

Our analysts work in Contour and our developers use 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

## What development process do you use?

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

## What's the biggest challenge you and your organization face 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.

## 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.

## Why did you choose Contour? How will it help you be more successful?

Contour has definitely increased the efficiency of the business analyst role. Having all of our



## About Jama Software

Thousands of users worldwide. Billions in R&D projects managed within Contour.

Jama Software is the leader in collaborative requirements management solutions for improving enterprise collaboration and managing complex software development projects. Its Web application, Jama Contour, helps organizations manage the entire requirements management lifecycle through an intuitive, easy-to-use interface that brings people, process and data together to ensure software quality is delivered as specified.

Customers, from agile start-ups to the largest and most sophisticated technology and IT organizations in the world, turn to Jama to help drive innovation, improve the decision-making process and harness the collective genius of all stakeholders involved in building great software. For more information please visit: <http://www.jamasoftware.com>.