Jama software®

Cumbersome Compliance Practices Eased with Modern Traceability

Plexus Shortens Time to Market and Improves Execution Efficiency With a Collaborative Solution from Jama Software®.

> " We had to record test executions manually, which was a cumbersome process. We wanted the ability to manage and execute test cases directly in the tool. We wanted a smoother path to generating test-result summaries and more detailed test reports. And we wanted a solution with an appealing, modern interface that our people could learn quickly and use easily."

Aaron Berken, Engineering Manager, Plexus

All companies would like to foster collaboration. But for Plexus, which provides product development, manufacturing, and aftermarket services to companies in industries ranging from healthcare to defense to networking and communication, collaboration is not a wish-list item. It's mission-critical.

Few processes are more complex than taking a product from concept to design to manufacturing to providing support for end-users of the final product. To do it well, Plexus must ensure that nearly 500 engineers in seven global-design centers communicate easily and seamlessly. They must also be able to document all requirements and tests efficiently and meticulously.

Documentation is critical for Plexus, which works extensively with companies in the healthcare and life sciences fields. Plexus, which is ISO 13485 and FDA Quality System Regulation compliant, designs and

manufactures life-critical Class II and Class III medical devices. Developing products for Fortune 500 medical device companies requires a process that guarantees traceability from concept through every design step to production. Without that traceability, the device will not get regulatory approval.

Plexus had a collaboration tool to manage this complicated development process, but the tool had limitations in how it handled requirements.

PLEXUS COMPANY SUMMARY:

- 13,000+ employees
- 23 global facilities
- Provides product development and contract manufacturing services

CHALLENGES

- Find a more efficient solution for managing requirements

- Execute test cases and record results directly in the collaboration tool

- Deploy a highly-functional solution with a modern user interface

SOLUTIONS

- Better regulatory compliance and requirements traceability

- Improved ease of use through a modern platform

- Simplified requirements management process

RESULTS

- Dramatically reduced the time it takes to assemble test data

- Shortened time to market and improved execution efficiency

- Instilled customer confidence in the Plexus design process

Achieving Fast, Accurate Product Development with Jama Connect

Plexus considered a variety of collaborative software solutions and chose a product development platform from Jama Software for its ease of use and powerful capabilities. Jama Connect™ keeps track of the information needed to define, build, and test new products for Plexus customers. It enables insertion of all documents and specifications into an itemized database, each item with its own version history and customized attributes. Because Jama Connect links items through trace relationships, Plexus knows at any given moment what impact any change will have on the rest of the project. The company can ensure everyone and everything is synchronized and aligned to a common vision.

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Thanks to Jama Software, we're now faster, more efficient and more accurate in our work."

Dave Strandberg, Director of Engineering Solutions, Plexus

Jama Connect also tracks test cases and links them to upstream requirements. It executes test runs and logs defects, making it easy to share results with others. Additionally, Jama Connect provides context for decisions, capturing what is being built and why.

"In the past, when we were doing requirements management in a Word document, we were limited to one person working on it at a time," Aaron Berken, Engineering Manager at Plexus says. "Now we can have many users working on requirements and test-case generation at the same time, and we don't have to worry about people stepping on each other's toes."

Jama Connect's ease of accessibility gives Plexus engineering teams distributed all over the world a real-time view of a project's requirements directly within the solution.

"Before the implementation, managing the requirements process was much more complex," says Dave Strandberg, Director of Engineering Solutions at Plexus. "Thanks to Jama Connect, we're now faster, more efficient and more accurate in our work."

Boosting Efficiency and Customer Satisfaction

With its superior capabilities for executing tests and assembling test summaries, Jama Connect simplifies a previously labor-intensive manual process. It once took Plexus weeks to assemble test data. Now it takes a fraction of that time.

To enhance the customer experience, Plexus recently expanded access to Jama Connect to its customers' engineers and managers. Before, its customers typically received a PDF to review project progress. Now they can check requirements, make comments, and suggest new requirements directly in the platform. This speeds time to market and reduces development costs for Plexus customers. One recent customer in particular was very interested in getting direct access to Jama Connect once they saw what it could do.

"Our main performance measurement is the repeat business we receive from our customers," Strandberg says. "They don't come back if we're not meeting the schedule and project budget. And these are things that Jama Connect helps us do. It makes us more efficient, leading to repeat business.

Customers have stated that our mature process for managing requirements is a reason they select Plexus as a partner."

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Jama Connect contributes to our ability to deliver solid products on time and within budget."

Dave Strandberg, Director of Engineering Solutions, Plexus

What's more, efficiency gains are tangible, which is good news for anyone who has ever tried to manage traceability with a Microsoft Excel spreadsheet. Keeping a spreadsheet up to date with the true state of requirements and test cases is a daunting task and easily susceptible to error.

"Customers come to Plexus because we have a track record of performance," Strandberg says. "A solution like Jama Connect contributes to our ability to deliver solid products on time and within budget."

Planning Future Growth with Jama Connect

To help manage its dynamic growth, Plexus expects to continue its reliance on Jama Connect, which can scale quickly with any organization.

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> We have confidence that as we continue to grow, Jama Connect will scale with our business."

Dave Strandberg, Director of Engineering Solutions, Plexus

ABOUT PLEXUS

Plexus is the industry leader in servicing mid-to-low volume, higher complexity customer programs characterized by unique flexibility, technology, quality and regulatory requirements. Award-winning customer service is provided to over 140 branded product companies in the Networking/Communications, Healthcare/Life Sciences, Industrial/ Commercial and Defense/Security/Aerospace market sectors. For more information, visit www.plexus.com.

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.