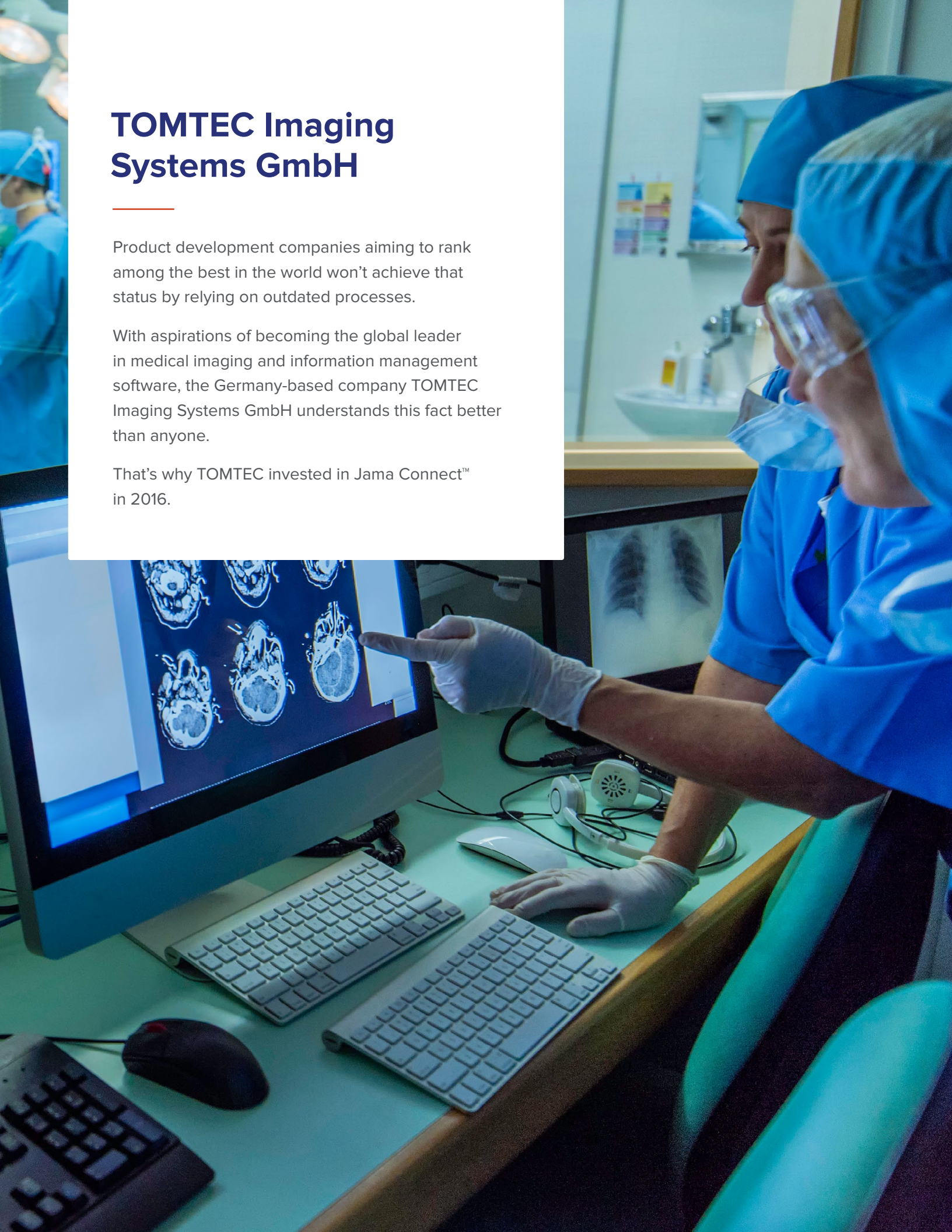# Jama Software® Professional Services Workshop Cuts Down Weeks from TOMTEC's Development Process

TOMTEC Imaging Systems GmbH

Product development companies aiming to rank among the best in the world won't achieve that status by relying on outdated processes.

With aspirations of becoming the global leader in medical imaging and information management software, the Germany-based company TOMTEC Imaging Systems GmbH understands this fact better than anyone.

That's why TOMTEC invested in Jama Connect™ in 2016.

Improving Product Development with Jama Connect

IMPACT OF JAMA CONNECT

- Full traceability that otherwise would have taken hours if not days
- Reduced reliance on documents
- Better team collaboration
- Increased visibility into test execution
- Sharper clarity in change management

TOMTEC's products include thousands of requirements: user requirements, market requirements, partner requirements, and regulatory requirements. Its software is created in multiple programming languages — mostly C++ and Java — and its team consists of around 60 people distributed over multiple locations in Germany and beyond.

Prior to Jama Connect, TOMTEC had been using documents heavily within its development process, from requirements management to risk management to quality assurance.

As is often the case with a document-based approach to product development, TOMTEC's processes were slowed by error-prone issues like version control and manual traceability. And since TOMTEC's products are subject to regulations from the FDA and EU MDD, traceability is of major importance.

Once Jama Connect was implemented, TOMTEC was able to instantly get full traceability between requirements and test cases that otherwise would have taken hours if not days if performed manually.

Jama Connect has also helped improve TOMTEC's development process by strengthening overall collaboration on requirements in Review Center, visibility on test execution within Test Management Center, and clarity with change management.

For all the efficiency TOMTEC has gained, there were still certain things the company knew could be fine-tuned with Jama Connect, including the exporting of its requirements, test cases, and test runs using internal templates.

Since every development team has a different way of working, it's impossible to foresee all the various configurations necessary to ensure maximum value is derived from Jama Connect.

Luckily, the Jama Software Professional Services team offers a range of consulting and training options for new and existing customers to help them gain the most value from the platform.

Identifying Opportunities for Improvement

In terms of exporting reports from Jama Connect, TOMTEC was having formatting problems with an existing template its team needed to modify, which would sometimes take up to two days to correct since there were thousands of requirements involved.

Relinking requirements for reuse and developing new test plans were also areas TOMTEC was looking for guidance on.

The main Jama Connect administrators at TOMTEC — Fatima Ashraf, Project Engineer, Marcus Freyer, Project Manager, and Manfred Rolls, Test Engineer — were aware Jama offered Professional Services workshops focused on optimizing the platform.
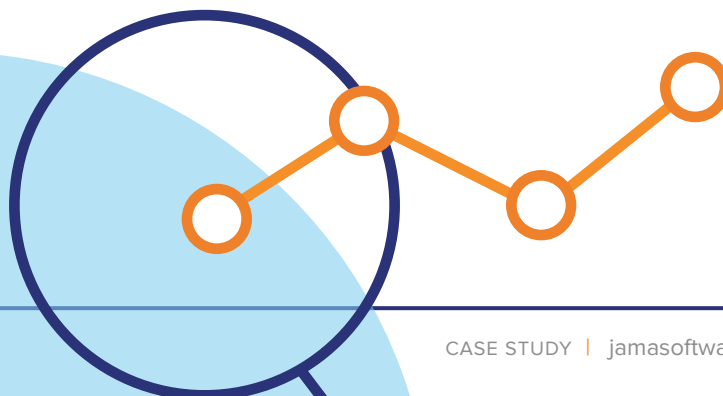
TOMTEC chose a Rapid Optimization Workshop, which helps existing customers leverage new Jama Connect capabilities, realign the platform with evolving development processes, and ensure teams are trained on best practices.

To deliver maximum value for the three-day Rapid Optimization Workshop, Jama's Professional Services team assigns an expert consultant to assess how current business processes and desired workflows align with industry best practices for using Jama Connect. The consultant also analyzes gaps and identifies opportunities for better alignment across teams. In coordination with the company's main stakeholders, the consultant then designs a topic-driven agenda for the workshop that delivers substantial impacts to the team's development process.

When the Rapid Optimization Workshop kicks off, the Professional Services consultant arrives onsite to provide specialized guidance about how to modify the configuration of Jama Connect as needed, as well as facilitate organic discussions about usage of the platform and answer any questions that arise. The workshop concludes by training key stakeholders and power users on revised workflows and new capabilities.

To help the workshop deliver maximum value for TOMTEC, Ashraf and Freyer began asking testers and product managers about potential process improvements, with an eye on making Jama Connect a little bit more efficient for all its users.

Rapid Optimization Workshop

For the workshop itself, TOMTEC chose to invite those who use Jama Connect every day — all the process owners related to the design and the development of its products. Among others, the group included a cybersecurity process owner, risk process owner, usability and design control process owner, product manager, and test manager.

A Jama Professional Services consultant then joined the TOMTEC team in Unterschleißheim, Germany, to lead the three-day workshop.

"Even before the workshop, Jama's consultant was in contact trying to coordinate every detail of the setup process," Ashraf said.
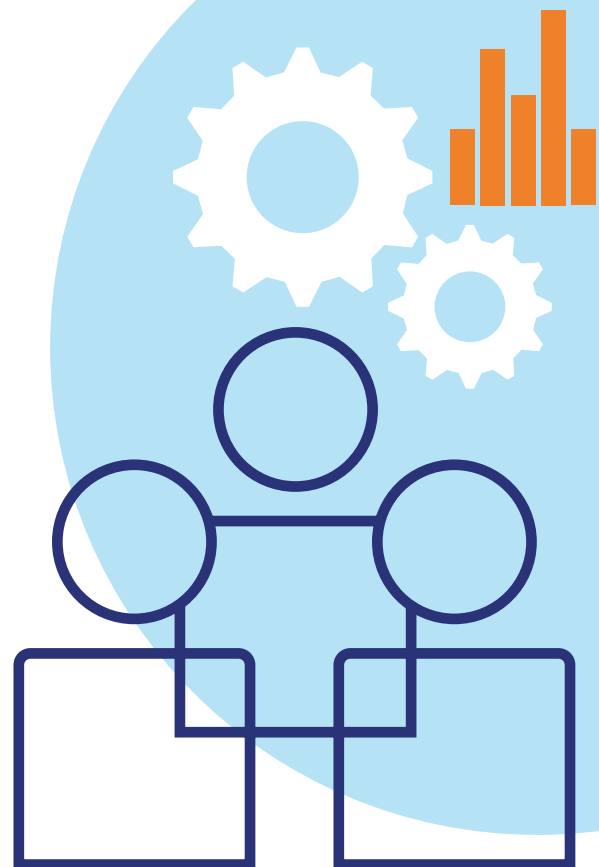
When the Rapid Optimization Workshop kicked off, Jama's expert consultant and the TOMTEC team designed an agenda based on pain points and opportunities.

The group then dug in on the issues TOMTEC was experiencing in real time with firsthand, expert guidance, and the solutions within Jama Connect that could help.

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> What I really liked about it was that it was very practical and hands-on. It was not some theoretical talk."
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> **Marcus Freyer**, Project Manager, TOMTEC

Tangible Results

IMPACT OF RAPID OPTIMIZATION
WORKSHOP

- Weeks of time savings in process efficiencies
- Improved exporting of reports with fewer formatting issues
- Heightened team-wide expertise about platform best practices
- Stronger base of knowledge for future optimizations to process

The efficiencies TOMTEC has gained from the Rapid Optimization Workshop made the engagement more than worth it, saving its teams weeks throughout the development process.

For instance, formatting of internal templates was one of the big issues TOMTEC was experiencing. Certain large requirements and test description reports would regularly amount to thousands of pages and, once exported, would need to be formatted correctly.

Jama's consultant was able to offer remedies, and Freyer estimated not having to style those reports results in a time savings of at least a few days per report.

Plus, before the workshop, only a handful of users knew how to create internal templates, but the Jama consultant was able to show all the Jama Connect users in the room how to create new templates.

"Now, everyone who attended the workshop knows how to do it, so that task is off me," Ashraf said.

And, by inviting Jama Connect users from different departments at TOMTEC to the workshop, they were all able to take the knowledge they learned and pass it along to their respective teams.

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My biggest pain point was exporting to Microsoft Word. With the help from the workshop, we created a new template for the Cybersecurity Summary Report, and that's really efficient now. I can do all the work in Jama Connect, and then I just need to export it to Word and I can immediately print and sign it. There are no changes to styling, and whenever I export, it's the final report. That's really convenient."

Marcus Freyer, Project Manager, TOMTEC

"After the workshop, when I finished exporting a template, I really saw how fast it was," Freyer said, "And then when I reviewed the document and saw that I didn't need to do any additional formatting, that was a big 'aha moment' for me. I am really happy that I had this workshop."

In terms of opportunities, TOMTEC said there was so much knowledge gained from the workshop that the team has built a roadmap for implementing future enhancements of its usage of Jama Connect, such as enacting reuse strategies and setting up Jama Connect Risk Management Center.

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In the future, Jama Connect will become the central point of information for all our projects. We will move more information like risk assessment and partner requirements into Jama Connect. We are also thinking about ways to utilize the new information we learned in the workshop about Jama Connect for our daily business and automation processes."

Fatima Ashraf, Project Engineer, TOMTEC

If you're interested in trying a Rapid Optimization Workshop offered by Jama's Professional Services team, contact your account manager.

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.