



CUSTOMER STORY

Ultra Maritime UK Enlists Jama Connect® for Naval Systems Requirements Management

UK operation chooses Jama Connect for its ease-of-use and administration.

ABOUT | ULTRA MARITIME

- Founded in 1944 and acquired in 2021 by Advent International
- Over 2,300 employees across fifteen locations worldwide
- Premier provider of undersea warfare systems, products, and solutions to US, UK, Canada, Australia, and allied navies worldwide.

CUSTOMER STORY OVERVIEW

This customer story is about Ultra Maritime UK, a division of Ultra Maritime, which develops equipment for surface, subsurface, and unmanned platforms including acoustic and sonar systems and torpedo defense and radar sensor solutions. Customers include the Royal Navy of the UK, the U.S. Navy, the Royal Canadian Navy, the Royal Australian Navy, and the Indian Navy.

Since the Ultra Group's acquisition by U.S. private equity firm Advent International in 2021, Ultra Maritime has operated as an integrated company with lines of business headquartered in the USA, UK, Canada, and Australia, responsible for developing both worldwide and localized solutions.

Ultra Maritime UK's products and solutions must adhere to the highest quality, security and safety standards including ISO 9001:2015, ISO 14001:2015, ISO/IEC 27001:2013, and ISO 45001:2018. In addition, the products must satisfy customer requirements and regional naval standards including U.S. DoD/MIL-STD and UK MOD DStan.



CHALLENGES

- Enabling collaborative remote working on requirements
- Managing both project and product requirements effectively
- Becoming more product-focused to balance global and local requirements

EVALUATION CRITERIA

- Intuitive user interface for quick adoption
- Low administrative overhead
- Support for reuse of requirements and test evidence

OUTCOMES

- Consistency across projects
- Business mandatory requirements tool for all new projects
- Quick user adoption with minimal training
- Easy tracking of progress with dashboards and standardization
- Reduced risk with pre-built standardized project structures
- Easy management of large numbers of objects and changes
- Easy initiation and completion of reviews to action items sooner in development

CHALLENGES

After years of managing project requirements with IBM® DOORS® Classic, these challenges drove Ultra Maritime UK to find a user-friendly collaborative tool that would enable them to increase their requirements management effectiveness and deliver projects faster.

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- Managing both project and product requirements effectively
- Becoming more product-focused to balance global and local requirements

EVALUATION CRITERIA

Ultra Maritime UK identified several requirements management tools as potential replacements for DOORS Classic including Jama Connect, which was suggested by a member of the engineering team. They then established criteria to be used for the evaluation.

- Intuitive user interface for quick adoption
- Low administrative overhead
- Integrable with development and test software tools
- Support for reuse of requirements and test evidence

First, a top priority was for the new solution to have a modern, intuitive user experience for teams to get up and running quickly with their new projects. They needed software that people would want to work in. Otherwise, people might opt out of using the tool and work in disparate documents which would introduce risk, impede productivity, and hamper efficiency. Second, it would need to have low administrative overhead that did not require team members to become full-time administrators. Third, it would need to be integrable with development and test software tools from different vendors. Fourth, it would need to support the reuse of requirements and test evidence from past development programs when starting new products or projects.



During the evaluation process, Jama Connect stood out from the competition as the solution that would best meet the company's needs. "Looking at all the features, the user's ease of use, and the low level of administrative time required, Jama Connect came out on top compared to the other tools reviewed," says the Senior Systems Engineer.

In its search for a modern solution that would be quickly adopted, Ultra Maritime UK found that Jama Connect's intuitive user experience made adoption extremely easy for engineers to get started managing requirements and test evidence more efficiently and intelligently. Tracking and finding information quickly and easily was achievable with Jama Connect's powerful filtering and the ability to add hyperlinks to any architectural elements, requirements, test items or other objects. In addition, the ability to create a Definitions database and Glossary in Jama Connect was particularly useful for getting everyone informed and up-to-speed about projects. "Jama Connect has a highly intuitive user interface and allows for engineers to quickly and easily become accustomed to using it," says the Senior Systems Engineer.

Having a simple and quick way for systems engineers to initiate reviews and for stakeholders to complete their reviews in a timely manner was a key area where Jama Connect's Review Center led the way. The fact that reviewers were not required to be licensed as full-time users made Jama Connect more attractive. "Jama Connect certainly makes it much easier to initiate and manage reviews and be aware of progress through them," says the System Design Authority and Functional Lead.

"Jama Connect proved to be extremely useful for making sure that we've got complete coverage and traceability of a given set of artifacts to see which ones have or haven't reached the approved step. This helps ensure we haven't missed any anomalies such as system requirements missing verification cases to avoid rework," says the System Design Authority and Functional Lead.

Support for multiple IDs for the same object in Jama Connect made it easy to identify opportunities for reuse of older product requirements and test evidence for new products to efficiently manage shared elements of core and variant products. "The ability to identify, distinguish, and reuse global requirements across products and projects to reduce development time and cost is a strength of Jama Connect," says the System Design Authority and Functional Lead.

In addition to product capabilities, team expertise and training resources provided during the evaluation demonstrated that Jama Software would be a good fit as a partner for Ultra Maritime UK. "We were impressed by Jama Software's responsiveness to our questions and the online training, forums, and support available to our team," says the System Design Authority and Functional Lead.



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**System Design Authority
& Functional Lead**
Ultra Maritime UK

With Jama Connect, Ultra Maritime UK has benefited from:

- Greater consistency across projects
- One mandatory requirements management tool for all new projects
- Quicker user adoption with minimal training
- Easier tracking of progress with dashboards and standardization
- Reduced risk with pre-built standardized project structures
- Easier management of large numbers of objects and changes
- Easier initiation and completion of reviews

Ultra Maritime UK teams have adapted very quickly to using Jama Connect. “Jama Connect has been very popular with the people that have used it. Due to its pleasant interface and ease of use, it has been a quick process of getting people and projects on board with using it,” says the Senior Systems Engineer. “The fact that teams with limited experience in using a requirements management tool are happy to navigate Jama Connect to review items and comment against them speaks volumes to its ease of use.”

“Jama Connect makes it easy to set up the right project structures, review processes, workflows, and dashboards. That’s important for consistency and restraining variability in how requirements and verification are managed in different projects across the company,” says the System Design Authority and Functional Lead. “Jama Connect helps guide our engineers in developing and managing requirements by promoting the right questions and responses. Even quite junior engineers can operate quite efficiently in Jama Connect.”

Designing project templates in Jama Connect helps enforce standardization of the requirements management and testing processes by using the same data templates and relationship rule configurations. “The ability to pre-build project structures has given us the power to easily push those requirements at all of our projects to make sure they’re well known and well understood,” says the Senior Systems Engineer.

“Jama Connect has made managing large numbers of objects much easier and straightforward. Without Jama Connect, our whole structure of requirements development and review, and change management would be thrown into disarray,” says the System Design Authority and Functional Lead.



Administrative overhead of Jama is much lower than it was with DOORS Classic. “Jama Connect enables us to keep administration within the systems engineering team and the administrators can continue doing their regular full-time jobs. That wasn’t the case with our old tool,” says the System Design Authority and Functional Lead.

Standardization of requirements management achieved with Jama Connect has minimized the impact of project staffing changes. This is especially important based on most projects having design phases lasting three to five years, followed by verification lasting a couple of years. “In Jama Connect, we can standardize how we set up dashboards and project structures. This allows engineers who change projects to know immediately where they can expect to find what they need,” says the System Design Authority and Functional Lead.

“If you are struggling with your requirements management tool, your key focus should be on making it easy for everyone involved in the development process to be able to access, review, version and change requirements. That’s the value that we are getting from Jama Connect,” says the System Design Authority and Functional Lead.



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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. To learn more, visit us at: jamasoftware.com.