SPAN Electrifies Its Product Development and Safety with Jama Connect®

ABOUT SPAN

SPAN is an innovative company revolutionizing the home energy market with smart electrical panels, EV chargers, and energy storage systems. Headquartered in San Francisco, SPAN emphasizes sustainability and cutting-edge technology to deliver smarter energy solutions for homes, advancing how people interact with energy systems.

CUSTOMER STORY OVERVIEW

SPAN needed to improve traceability of requirements across product ideation, systems, hardware, and software development, while ensuring compliance with critical safety standards such as UL 916, UL 60730, UL 1998, UL 3141, UL 1741, and UL 9540, among others. As requirements grew more complex and teams scaled across functions, the startup recognized the need to replace its manual process managing traceability in spreadsheets based on product requirements documents (PRDs) in Confluence.

To address these challenges, SPAN selected Jama Connect for its centralized platform that enables cross-functional collaboration and alignment using an easy to use, single source of truth for managing its systems, hardware, and firmware requirements, tests plans, and compliance documentation.

WITH JAMA CONNECT, USERS EXPERIENCE:

- Streamlined system validation, reducing timelines by up to 25% through effortless tracing and organized requirements management

- Reviews with feedback and questions were reduced to two cycles which expedited the way each new feature started being implemented

- Fewer delays and improved efficiency through automatic syncing of tasks in Jira and requirements using Jama Connect Interchange™

- Efficient reuse of requirements and tests for shared components between existing and next-generation products using Jama Connect's Reuse and Sync capabilities

"By implementing Jama Connect, our teams are able to maintain transparency across stakeholders, streamline communication, and ensure alignment on project goals. This integrated approach reduces redundant efforts and helps accelerate product development cycles while maintaining compliance and quality standards,"

- Arnaldo Arancibia, Senior Staff Systems Architect, SPAN

SPAN

"Using Jama Connect for test reporting has increased my team's visibility significantly. The ability to add custom cycles and show test progress is a huge help in getting clarity on the stability of our system."

- Paloma Fautley, Systems Integration Manager, SPAN

"Jama Software's core principles of collaboration, innovation, and customer focus have created a 'Jama Connect culture' at SPAN that encourages engineers to think systematically about requirements from development to testing, which are now central to their operations."

- Arnaldo Arancibia, Senior Staff Systems Architect, SPAN

CHALLENGES

SPAN had various priorities during its growth phase, matched by equally pressing challenges that defined the criteria for a new solution, including:

- Difficulty finding information in Confluence and maintaining traceability for complex requirements across projects in spreadsheets

- Ineffective cross-team communication and collaboration due to siloed hardware and software departments and their workflows

- Struggling with a highly iterative development process involving increasingly complex requirements, while scaling startup operations

EVALUATION

Key stakeholders with experience with Polarion and IBM® DOORS® recognized that Jama Connect was the right solution because of its intuitiveness, flexibility, interoperability, and structured collaboration.

- Quick configuration and launch of a customized project structure that encouraged team collaboration and communication

- Centralized system providing a single source for tracking changes and ensuring alignment with product safety standards

- End-to-end traceability across hardware and software requirements and tests with connectivity to other development tools

OUTCOMES

Since implementing Jama Connect, SPAN has realized significant benefits from the solution that have contributed to greater confidence and speed in its product development process.

- Savings of about three months of system validation due to ease of tracing and organizing requirements

- Reviews with feedback and questions were reduced to two cycles which expedited the way each new feature started being implemented

- Fewer delays and improved efficiency through automatic syncing of tasks in Jira and requirements in Jama Connect using Jama Connect Interchange

- Efficient reuse of requirements and tests for shared components between existing and next-generation products using Jama Connect's Reuse and Sync capabilities

Learn how Jama Connect helps energy companies succeed with higher quality and faster time to market.