

CUSTOMER STORY

# SUSS Chooses Jama Connect® to Support a New Standardized Development Process for Semiconductor Equipment and Solutions

Leading semiconductor equipment supplier moves ahead with robust solution to support growth, standardization, and reuse across all research and development teams

**SUSS develops and supplies equipment and process solutions for microstructuring applications to the semiconductor industry and related markets**

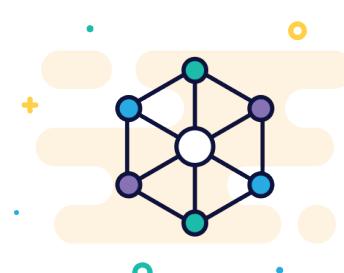
**Founded in 1949, currently with 1,498 employees worldwide Headquartered in Garching, Germany**

SUSS continuously expands its research and development efforts to maintain success and growth. In addition to robust developmental activities and cooperation with leading research institutions and universities, all processes are geared toward high rates of development and efficiency.



## CUSTOMER STORY OVERVIEW | SUSS

### Challenges



Need for dedicated solution able to support a new standardized development process across the company



User frustration with existing requirements management tool's performance and usability



Manual effort to use Microsoft Word and Excel for document versioning was not sustainable

SUSS identified the need for a well-defined, clearly structured process for teams across the company to manage product requirements, testing, and documentation. Growth in the volume of orders for the company's machines increased the sense of urgency for a better solution that would be used by a restructured R&D team representing all development areas.

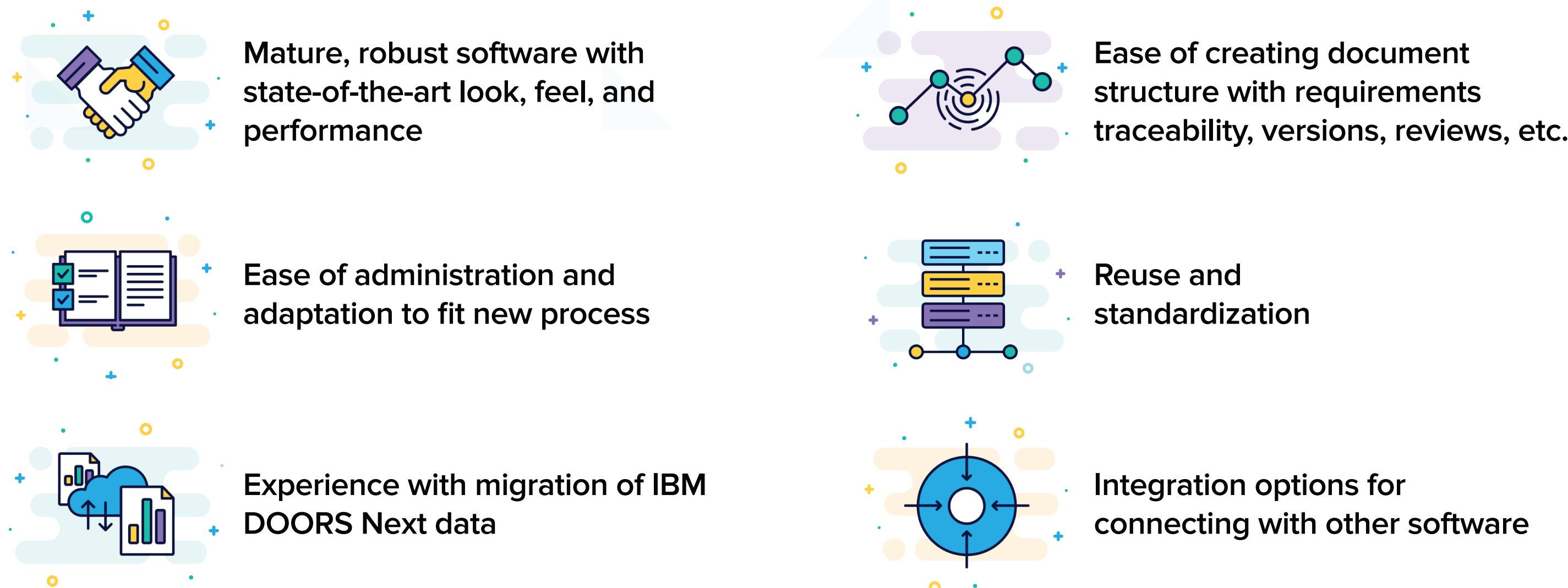
"We needed a dedicated solution that would support a new standardized development process as the numbers of machines we produce were getting bigger," says Dr. Christoph Hackstein, Project Coordinator Software, SUSS.

The company's machines incorporated software from its software development team as well as hardware development by other teams. The software development team had been managing product documentation using a self-hosted IBM DOORS Next instance that required significant computing resources and administrative time and effort. Users were frustrated by performance and usability issues, and a lack of features needed for their daily work.

In addition, small teams had been managing their product documentation with version control in Microsoft Word and Excel which was neither easy nor sustainable due to the large amount of manual overhead required.

With the goal of having all development teams use the same software, SUSS knew that they needed a better solution that users would embrace.

## EVALUATION CRITERIA



The company started its search for a new, state-of-the-art solution to replace IBM DOORS Next, Word, and Excel.

“If software doesn’t look like one that we could be using in 10 years’ time, it’s not the one that we want to use now,” says Hackstein.

The company needed a solution that would provide more straightforward project and product management, especially better reuse and standardization across all product development.

The evaluation process was led by the R&D team that defined a new structured process while searching for a new solution capable of supporting it. Other teams involved included quality and upper management providing input and approvals.

The first step involved searching the web and forums about requirements management. This brought a variety of different software into focus, assisted by what they heard from colleagues with previous experiences with such software.

The second step involved taking an initial look at three to four different solutions, talking with vendors, studying the technical specifications, and discussing with the team. This helped narrow down the list to two final candidates that seemed to fulfill their needs: Jama Connect and Visure.

The third step involved speaking with sales representatives from Jama Connect and Visure who provided demonstrations to the group and one-month trials of each product, later extended to two months, to allow additional people to take a look. Up to 30 people participated in the trial with a core of 10-15 who provided feedback. The vendors responded to questions that came up.

“Hands-on experience is what tells you how robust a solution is. We found it quite interesting that software developers and systems architects want to do different things with the same solution,” says Hackstein.

In the end, the team chose Jama Connect Cloud over Visure to replace IBM DOORS Next.

The decision was based on Jama Connect’s capabilities and performance both for users and administrators.

“Jama Connect is quite a mature solution with all the features that we needed – it checked all the boxes that others didn’t. Its usability was judged to be quite clear and intuitive, and the administration was very straightforward,” says Hackstein.

Jama Connect provided the ease of use that the R&D team had been looking for. “Using Jama Connect felt natural to create and edit items – you don’t need five clicks to find an item and another three just to enter content. People were also impressed by the built-in rich text editor that allows you to add pictures,” says Hackstein.

Reuse and standardization within product development had always been a priority. The software team had created one monolithic project in IBM DOORS Next. Having a common folder with several entry points depending on the product allowed for implicit reuse that was not helped by the software.

Jama Connect’s experience and expertise in migrating content from IBM DOORS Next stood out from the pack. “We have a lot of work and knowledge in DOORS databases; it wasn’t an option to say that we are fine losing that when we switch. Migration possibilities was one of the first things we discussed with each vendor. Some of the software offerings looked interesting initially but they couldn’t offer a good experience or outlook on migrating from DOORS,” says Nicolas Otremba, IT coordinator.

Moreover, the ability of Jama Connect to integrate with the company’s other software such as Azure DevOps and Enterprise Architect in the future was important. They didn’t want to block themselves by choosing a solution that didn’t provide options.

Jama Software impressed the team by providing regular meetings during the trial for demos, detailed explanations, and best practices. Jama Software’s consultant guided the team in reviewing their Data Model and ensuring that all engineering disciplines in R&D that would be using the same requirements management process shared the same understanding. “The Jama Software team helped us focus on what we actually want and then shared how other customers started out and then branched out as needed,” says Hackstein.



**66**  
**Jama Connect is quite a mature solution with all the features that we needed – it checked all the boxes that others didn’t. Its usability was judged to be quite clear and intuitive, and the administration was very straightforward.**

*Dr. Christoph Hackstein  
Project Coordinator Software, SUSS*

# OUTCOMES

The team had only one month to migrate two major projects that were still relevant from IBM DOORS Next to Jama Connect. The actual migration via ReqlF (Requirements Interchange Format) was done by the Jama Software consultant after some manual clean-up to make sure that all links and embedded pictures were shown properly. The outcome was a smooth transition to a solution superior in performance, usability, and administration being used by all R&D teams in the organization, replacing IBM DOORS Next that had been used by only one team.

The Jama Software team helped ensure a successful transition. “Having flexibility in the solution and support of the consultant in the introduction phase helped us align on and establish common processes and data structure between our many different business units and sites,” says Otremba.

After one initial training session, teams quickly started working with Jama Connect and their dataset. Teams representing project and product management, system architects, engineers, software developers, and testers located at sites in the Netherlands, Germany, USA, and Taiwan are now using Jama Connect for site and cross-site projects.

Jama Connect has helped the company collaborate across different sites on several large development projects. Teams that had different ways of working have found common ground with Jama Connect that helps document work directly in one solution.

“Our teams around the world are all documenting their work in Jama Connect, which is helping us achieve our goal of establishing one way of working for all development at SUSS,” says Hackstein.

Jama Connect’s Review Center capability has also provided a smooth way of working with an external partner. “It’s been great using Jama Connect to share for review only the top-level requirements which is exactly what our partner is interested in seeing,” says Hackstein.



**Migration went smoothly and quickly (three weeks)**

**One training session was enough for R&D team to start working**

**Collaboration for larger, cross-site development projects**

**Establishing common way of working**

**Smooth way of working with external partner**

**Our teams around the world are all documenting their work in Jama Connect, which is helping us achieve our goal of establishing one way of working for all development at SUSS.**

*Dr. Christoph Hackstein  
Project Coordinator Software, SUSS*



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, please visit us at [jamasoftware.com](http://jamasoftware.com).