

CUSTOMER STORY

GridUnity Energizes Voice of Customer Feedback with Jama Connect®

ABOUT GRIDUNITY

GridUnity is revolutionizing the energy sector by streamlining the interconnection and grid planning process. As a trusted partner to leading utilities, grid operators, and policymakers, GridUnity unites all interconnection and grid planning stakeholders on a single AI-enabled platform that converts centralized data into actionable intelligence.

GridUnity's platform accelerates interconnection timelines by leveraging automation and providing real-time data and transparency that drive efficiency and reduce regulatory bottlenecks. As utilities, transmission providers, transmission owners and developers face increasing interconnection complexity, GridUnity offers a smarter, faster way to connect new generation and large load data centers to the grid.

CUSTOMER STORY OVERVIEW

As the industry's leading SaaS provider in the complex world of interconnection and grid planning, GridUnity supports each customer's unique design requirements through its highly configurable, modular, AI-native platform. Historically, translating customer feedback into innovative roadmap strategies involved several stakeholders working across multiple tools. To elevate the customer experience, GridUnity leveraged Jama Connect to offer greater transparency and stakeholder collaboration during strategic product roadmap planning.

By streamlining voice of customer initiatives with Jama Connect's automated alerts, structured collaboration, and integration with Jira, GridUnity significantly reduced strategic planning time.

WITH JAMA CONNECT, GRIDUNITY:

- Automated feedback reviews and change tracking
- Provided a single source of truth for requirements documentation with a simple user experience for both technical users and non-technical stakeholders
- Integrated Jama Connect with Jira to streamline the creation of work management tasks
- Improved collaboration and transparency between internal and external stakeholders through online collaboration and reviews

"We used to spend a lot of time projecting proposed features into artifacts for use by internal groups. With Jama Connect, I simply hit export to see what's changed."

Stefan Cegalis, Director of Customer Solutions, GridUnity

“Jama Connect makes us faster at delivering market-leading software to our clients by improving transparency and efficiency so that together we can focus on the future.”

**Stefan Cegalis, Director of
Customer Solutions,
GridUnity**

“Everyone at Jama Software has been very responsive to our needs. Jama Connect’s demo was one of the most professional and thorough that I’ve seen.”

**Stefan Cegalis, Director of
Customer Solutions,
GridUnity**

CHALLENGES

- Reliance on spreadsheets and email for managing requirements was slow and inefficient
- Significant company and customer growth required scalability that manual processes were incapable of supporting

To provide an optimal experience for their customers while ensuring software is delivered on time to each client, GridUnity needed a scalable solution to replace spreadsheets and emails with a more reliable, efficient, and less time-consuming way to manage requirements.

EVALUATION

- Automated traceability and documentation
- Collaboration across teams and geographies while maintaining compliance and security standards
- Scalability to support both current and future needs
- Integrations with existing workflows and tools to minimize disruption

After surveying the market, GridUnity needed the best requirements management platform that complemented Jira and other enterprise tools—that’s why they chose Jama Connect.

OUTCOMES

Jama Connect simplified collaboration between internal subject matter experts, executive sponsors, external-facing project managers, and customers who needed to work quickly and effectively when providing input. As a result, meetings with customers became even more focused and proactive.

ABOUT JAMA SOFTWARE

Jama Software is focused on accelerating product velocity with AI-driven development across multidisciplinary engineering organizations. Using Jama Connect, engineering organizations can now adopt AI-driven development while intelligently managing the complexity and compliance of parallel development, automated pipelines, and industry standards. Our rapidly growing customer base spans aerospace & defense, automotive, medtech & life sciences, semiconductor, industrial manufacturing, consumer electronics, infrastructure, robotics, and energy. For more information about Jama Connect services, please visit www.jamasoftware.com.