

ALM/Quality Center Upgrade Services

Get the most out of your investment in ALM/Quality Center staying up to date with the latest features, capabilities and know-how.

Key Features

ALM/Quality Center Upgrade Services help you quickly and easily upgrade your ALM software to the latest release by:

- + Automating and accelerating any number of ALM/Quality Center projects simultaneously in a few mouse clicks; using ALM API and simulating manual operations
- + Increasing your ROI and time to value, drastically reducing both time spent and the potential for human error associated with a manual upgrade
- + Reducing nearly 20% of manual effort
- + Significantly reducing the duration of ALM/Quality Center project downtime while you upgrade, compared to manual upgrade

Technology is always changing. New features, functions, and integrations are always being added to your OpenText Application Lifecycle Management (ALM) software. Your organization needs to upgrade to the next release of the software quickly, easily, and without interruption. Upgrading to the latest version of ALM/Quality Center is complex, time consuming, and requires technical expertise.

OpenText ALM Upgrade Services are provided by OpenText Professional Services as a solution to accelerate your ALM/Quality Center upgrade procedure seamlessly for multiple projects in less time. In addition to our vast ALM expertise, two tools—ALM Robot and Migration Accelerator for ALM—are used to further achieve this state.

Overview

ALM/Quality Center Upgrade Services are primarily intended to automate most of the steps of an ALM/Quality Center upgrade. Manually modifying the configuration file for every project is tedious. Any wrong configuration for an ALM/Quality Center upgrade leads to rework and futile effort. Minimizing project downtime during upgrade is critical to avoid other project delays or rework.

ALM/Quality Center Upgrade Services overcome these challenges and accelerate the upgrade process by using OpenText ALM Robot and Migration Accelerator for ALM to automate selected steps.

OpenText ALM Robot

OpenText ALM Robot provides a solution for automating most steps of ALM/Quality Center Upgrade via a wizard-based user interface:

- File system repository copying
- Template project handling

- Support pre-upgrade and post-upgrade steps
- OpenText Quality Center project restoration
- Schema verification and repair
- Project upgrade
- Sending of process completion report via email

Migration Accelerator for ALM

The Migration Accelerator significantly reduces manual effort by using scripts to:

- Automate each step of the ALM/Quality Center upgrade
- Modify the configuration file

Service Description

The upgrade process includes the following phases:

- Discovery
- Findings Analysis
- Upgrade Planning
- Upgrade Pilot and Validation
- Upgrade Execution
- Post Upgrade Sanity Check and Validation
- Knowledge Transfer and Mentoring

ALM/QC Health Check Workshop

Get more out of your upgrade service with the ALM/QC Health Check Workshop. The ALM/QC Health Check Workshop is typically a two-day, onsite workshop in which an OpenText Professional Services consultant works with your resources to investigate a target ALM or QC deployment and other elements such as processes, operational activities, people, requirements, and long-term vision with respect to application lifecycle management.

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The ALM/QC Health Check Workshop is powered by the OpenText ALM Diagnostics tool. The Diagnostics tool traverses your ALM/QC instance through its database and repository while collecting specific data points to determine the health status of a deployment. This report will indicate any challenges that need to be addressed, and provides the foundation for our recommendation. Lastly, as part of the ALM/QC Health Check Workshop, we identify specific opportunities for improvement and optimization, the value and benefits of the optimization, and an initial return on investment of the implementation. ALM/QC Health Check Workshop provides you with a combination of expert configuration of ALM or QC products, and consulting and mentoring on various functions. It also establishes OpenText best practices, methodologies, approaches, standards, and templates as a foundation for further optimization efforts.

Key Benefits

- Capture current challenges and needs as identified and perceived by ALM/QC consumers
- Provide the critical findings to stakeholders
- Provide optimization recommendations with projected ROI
- Propose solutions to optimize your current ALM/QC deployment, help improve performance, and restructure and organize your ALM/QC data while reducing operational costs
- Propose an optimization roadmap supported by our outcome-based ALM/QC Optimization Services

The OpenText Professional Services Difference

OpenText provides unmatched capabilities with a comprehensive set of consulting and implementation services and unique intellectual property that help you drive innovation through streamlined and efficient software delivery.

- Proven OpenText software solution implementation expertise
- More than 20 years of experience helping large, complex, global organizations realize value from their OpenText software investments
- Rich intellectual property and unparalleled reach into product engineering
- Technology-agnostic implementation approach with no vendor lock-in, no rip-and-replace
- Education and support services to ensure adoption

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