

QGate

Micro Focus® AccuRev closes the CRM loop between support, development and sales.



Overview

QGate is a successful and independent consultancy and reseller specializing in the design, provision and implementation of tailor-made customer relationship management (CRM) solutions based on the Sage CRM portfolio.

Challenge

QGate has a strong reputation for providing business solutions that focus on the areas of customer management and sales force automation that help companies exceed their objectives.

Retaining and constantly improving that reputation required an efficient process for managing multiple product versions in parallel; efficiently customizing core product functionality, sometimes on short notice from customers; cultivating a repeatable and predictable way of working that spans all aspects of the software development lifecycle; and maintaining a disciplined yet

“AccuRev provides us with an extremely beneficial integration to our SalesLogix CRM application by creating a closed loop support ticket system between sales, technical services and development.”

MARK COOPER

Director of Product Engineering
QGate

flexible approach to software development while also maintaining a high level of quality and minimizing risk.

It also required the ability to efficiently manage and track customer-reported defects and enhancement requests from inception to resolution and close the CRM loop between technical services, development and sales.

Solution

AccuRev process-centric software configuration management (SCM) provides the right balance between simplicity, ease of use and power, allowing efficient use with minimal administrative overhead and a low total cost of ownership. The ability to easily visualize the process structure directly within the SCM tool also speeds the development decision-making process. AccuRev also provides QGate with enhanced artifact traceability and reproducibility throughout the software development lifecycle. In addition, through an AccuRev integration with SalesLogix CRM, development, sales and support staff now have an automated process to provide faster, more accurate real time status of issues, resulting in improved customer satisfaction through proactive information sharing to all affected customers while driving down the cost of customer support activities.

AccuRev also significantly reduces merge errors and increases efficiency for code shared across releases, an important element within multiple parallel product developments. QGate



At a Glance

■ Industry

Computer Services

■ Location

United Kingdom

■ Challenge

The organization needed an efficient process for managing multiple product versions in parallel, and it also needed to efficiently manage and track customer-reported defects and enhancement requests from inception to resolution.

■ Solution

Use AccuRev to speed the development decision-making process by providing QGate with enhanced artifact traceability and reproducibility.

■ Results

- + Provided right balance between simplicity, ease of use and power
- + Delivered faster, more accurate real-time status of issues between development, support and sales staff
- + Produced greater efficiency by sharing code across multiple releases, improved artifact traceability and reproducibility

“Customers are extremely pleased with our ability to proactively inform them of issue status, rather than having to constantly chase down their software vendor for an update.”

MARK COOPER

Director of Product Engineering
QGate

has also improved the integrity of the build and release process through the use of AccuRev snapshots and its stream-based architecture.

Mark Cooper, Director of Product Engineering at QGate, also highlighted, “An SCM product is not designed to be a CRM product, and vice versa—each product should focus upon its core strengths and let quality integration be the key to a cohesive, effective partnership.”

Already a Sage Group Technology Partner, Business Partner and reseller, QGate had the CRM solution in-house and began an exhaustive evaluation process to determine the best tool to automate a process whereby support data entered into Sage SalesLogix CRM would be passed on command to software configuration management (SCM). The SCM tool also had to efficiently manage change to numerous products being developed in parallel. AccuRev had all the features QGate expected from a process centric, enterprise SCM tool, but it was ultimately its open and extensible architecture that made it ideal to integrate with QGate’s existing CRM system.

QGate evaluated AccuRev along with Microsoft Team Foundation, IBM/Rational ClearCase and Perforce.

Although predominantly a Microsoft-based organization, QGate determined AccuRev to be a better fit for its environment over Microsoft Team Foundation. AccuRev also had the best feature set, in the final evaluation, for QGate’s integration requirements.

Results

AccuRev can perform a query to show all the open support tickets that have a “closed” SCM development status or those defects or enhancements that have been resolved. This allows the support engineers to proactively report back the outcome to all the customers that submitted the same issue.

Using Orbis TaskCentre business alerts management software, which monitors and reports on the status of data, email, files, etc., support engineers in technical services at QGate can receive an email notification alerting them when the status of an SCM issue has been closed in AccuRev.

QGate technical services engineers may also link multiple CRM tickets to the same SCM issue, so they do not create multiple issues for the same support tickets, reducing duplication. For example, if support tickets #151 (from one customer) and #170 (the same issue raised by another customer) both relate to SCM issue #24 in AccuRev, when development resolves that issue, both customers reporting that defect or enhancement request will be notified with a valid response from the technical services team.

Through its SCM integration with SalesLogix CRM, QGate plans to provide customers with an improved “self-help” capability via the Internet. This is planned to include access to SCM issue statuses and the ability for customers to submit SCM/CRM issues and gain resolution to known issues via SCM and the QGate KnowledgeBase.



Micro Focus

UK Headquarters

United Kingdom
+44 (0) 1635 565200

U.S. Headquarters

Rockville, Maryland
301 838 5000
877 772 4450

Additional contact information and office locations:

www.microfocus.com
www.borland.com