

# Jawwy

Jawwy optimizes application lifecycle management and automates vital project-related communication flows with OpenText.



## Who is Jawwy?

Jawwy is an innovative digital-first, pre-paid mobile telecommunications plan from stc (Saudi Telecom Company)—one of region's leading players in the sector. Jawwy customers can personalize, monitor and manage their unique plans in real time using an intuitive mobile app. With simplified pricing and offers, Jawwy helps to minimize waste and maximize value for customers.

**"We must ensure smooth collaboration between multiple teams—operations, business, product development, marketing—against a backdrop of continuous new demand. Keeping software development aligned with business needs and timelines depends on frictionless coordination with our external software development partners."**

**MR. ALI AL HARBI**

VP, Technology Operation  
Jawwy

## Keeping Teams Aligned

To manage its growing business and make compelling offers to customers, Jawwy develops and maintains several external customer-facing applications and internal operational applications. As requests for new functionality and enhancements to its existing services flow in, the IT group must keep internal and external teams aligned to ensure the rapid and efficient delivery of high-quality software.

**Mr. Ali Al Harbi**, VP, Technology Operations at Jawwy, explains: "We must ensure smooth collaboration between multiple teams—operations, business, product development, marketing—against a backdrop of continuous new demand. Keeping software development aligned with business needs and timelines depends on frictionless coordination with our external software development partners."

For several years, Jawwy has relied on OpenText™ ALM/Quality Center as its strategic toolset for managing software projects throughout their full lifecycle and across multiple teams and stakeholders. The solution is used for test-case management, test execution, defect management, timeline management, communication and reporting.



## At a Glance

■ **Industry**

Telecommunications

■ **Location**

Saudi Arabia

■ **Challenge**

Manage software projects throughout the full application lifecycle and across multiple stakeholders and internal/external teams

■ **Products and Services**

ALM/Quality Center

■ **Success Highlights**

- + 15 man-days saved per month
- + Faster, easier, more accurate communication
- + Easier mapping of defects to test case
- + Keeps internal and external teams aligned

## Case Study

Jawwy

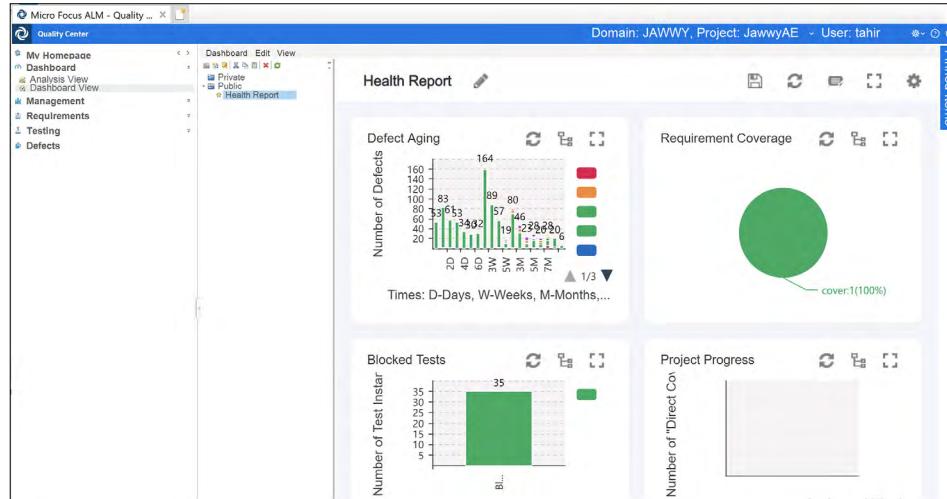
### Choosing a Reliable Platform

The company's ALM/Quality Center solution gives Jawwy a suite of reliable enterprise tools for 150 users to manage approximately 500 to 600 software projects each year. Jawwy originally selected the OpenText™ solution both for its functional coverage and to have a single end-to-end vendor for both application lifecycle management (ALM) and IT operational monitoring and service delivery.

**Mr. Hany Abou Shady**, Chief Technology Operations at Jawwy, comments: "ALM/Quality Center is a true enterprise tool that provides the dependability and high-quality support that we require. The solution gives us full visibility across activities both in our internal teams and with our external partners. We use it primarily for defect tracking, reporting, and as a repository for our test cases."

Jawwy recently completed its upgrade to Version 15 of ALM/Quality Center, motivated by a desire to stay on the latest version and to benefit from new functionality. With the new version, Jawwy can more easily manage the entire lifecycle of defects by automatically applying different forms to different phases of defects. The company also benefits from improved functionality, advanced customization options and a refreshed interface for graph analysis reporting. Furthermore, users can now import and export multiple ALM projects in parallel with the updated version of ALM Robot.

The team was able to handle the upgrade—including the import of all existing scenarios and test cases from the previous version—using in-house resources. **Mr. Muhammad Selim Akhtar**, SOC Manager, Technology Operation at Jawwy, says: "During the upgrade, we were able to tap into the expertise of the local Micro Focus (now part of OpenText™) team, who helped us to follow the best practices during some preparation sessions. Thanks to this tremendous support, we had a very positive experience of the upgrade."



### Saving Time and Effort

Thanks to ALM/Quality Center, Jawwy can keep development on track and within deadlines, balancing business and technical requirements across internal and external teams. External vendors access ALM directly to check on defect reports raised by Jawwy, and then to update the status after they have applied updates.

**Mr. Ramkumar Shankar Ramakrishnan**, Quality Manager, Technology Operation at Jawwy comments: "The defect module in ALM/Quality Center is a great help in ensuring fast communications. When we raise a defect, the solution automatically notifies the developer, the solution architect and the project manager without effort or detail. We also benefit from the ability

| Assigned To | Blocker Status     | Closing Date | Defect ID            | Defect Type  | Detected in... | Detected on... | JCR ID              | Priority | Resolution Status |
|-------------|--------------------|--------------|----------------------|--------------|----------------|----------------|---------------------|----------|-------------------|
| portal      | Not Blocked        | 1551         | Configuration iss... | gourishan... |                | 11/25/2021     | JCR-4744            | 2-Medium |                   |
| ram         | Not Blocked        | 1552         | Coding Error         | ram          |                | 11/1/2021      | JCR-1000            | 3-High   |                   |
| portal      | Partially Blocked  | 1552         | Configuration iss... | kgowni       |                | 11/26/2021     | JCR-4744            | 3-High   |                   |
| portal      | Not Blocked        | 1557         | Configuration iss... | gourishan... |                | 11/25/2021     | JCR-4744            | 3-High   |                   |
| portal      | Not Blocked        | 1558         | Configuration iss... | kgowni       |                | 11/25/2021     | JCR-4744            | 3-High   |                   |
| ram         | Completely Bloc... | 1573         | Coding Error         | gourishan... |                | 11/3/2021      | JCR-4718            | 3-High   |                   |
| ahmedrab    | Completely Bloc... | 1585         | Configuration iss... | rahul        |                | 11/22/2021     | JCR-4275            | 3-High   |                   |
| crm         | Completely Bloc... | 1586         | Coding Error         | gourishan... |                | 11/25/2021     | JCR-4744            | 2-Medium |                   |
| portal      | Not Blocked        | 1608         | Configuration iss... | rahul        |                | 12/3/2021      | JCR-4975            | 2-Medium |                   |
| portal      | Partially Blocked  | 1639         | Configuration iss... | kgowni       |                | 11/25/2021     | JCR-4744            | 3-High   |                   |
| ram         | Not Blocked        | 1553         | Coding Error         | ram          |                | 11/1/2021      | JCR-1000            | 3-High   |                   |
| ram         | Not Blocked        | 1564         | Coding Error         | ram          |                | 11/1/2021      | JCR-1000            | 3-High   |                   |
| ram         | Not Blocked        | 1565         | Coding Error         | ram          |                | 11/1/2021      | JCR-1000            | 3-High   |                   |
| ram         | Not Blocked        | 1567         | Coding Error         | ram          |                | 11/1/2021      | JCR-1000            | 3-High   |                   |
| ram         | Not Blocked        | 1568         | Coding Error         | ram          |                | 11/1/2021      | JCR-1000            | 3-High   |                   |
| ram         | Not Blocked        | 1569         | Coding Error         | ram          |                | 11/1/2021      | JCR-1000            | 3-High   |                   |
| ram         | Not Blocked        | 1570         | Coding Error         | ram          |                | 11/1/2021      | JCR-1000            | 3-High   |                   |
| ram         | Not Blocked        | 1571         | Coding Error         | ram          |                | 11/1/2021      | JCR-1000            | 3-High   |                   |
| portal      | Not Blocked        | 1594         | Coding Error         | tahir        |                | 11/28/2021     | JCR-4744            | 1-Low    |                   |
| estore      | Open, Info, Dev... | 161          |                      | turki        |                | 3/20/2019      | Release 123 regr... | 1-Low    |                   |
| sso         | Open, Info, Dev... | 162          |                      | sumit        |                | 3/20/2019      | JCR-1121            | 3-High   |                   |
| ram         | Open, Info, Dev... | 163          |                      |              |                | 3/20/2019      | JCR-1121            | 3-High   |                   |

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**MR. HANY ABOU SHADY**  
Chief Technology Operations  
Jawwy

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to share pre-defined status reports with business and technology stakeholders on a daily or weekly basis."

**Mr. Tahir Latifi**, QA Lead, Technology Operation at Jawwy adds: "We use the Test Plan and Test Execution modules to maintain our repository of all test cases, uploading them on a daily basis from Excel. The execution is very user-friendly, as is the reporting."

ALM/Quality Center enables Jawwy to manage test cases and defects in a single place, making

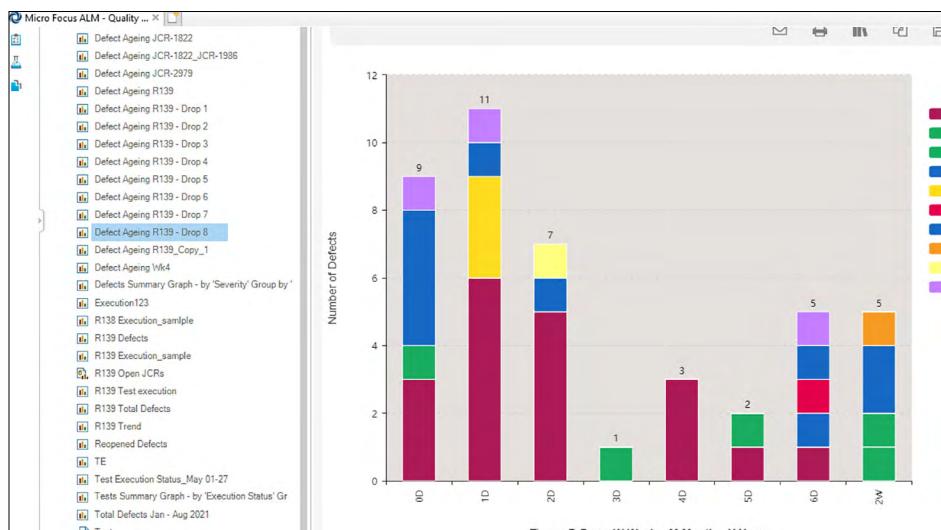
it faster and easier to map them together and communicate them to external developers. The automated communication with all relevant stakeholders is an enormous benefit, as **Mr. Ramkumar**, Quality Manager explains: "The more manual work you do in ALM, the slower everything goes. If we were sharing information manually, there would be long delays by default, and we would also increase the possibility of human error. With ALM/Quality Center, we feed in the information and the tracking mechanism is already set up, so we just need to monitor the automation."

**Mr. Sreemanth Chekka**, Operations Manager says: "Without the Micro Focus (now part of OpenText™) solution, we would need more people to maintain the same development and release timelines. In fact, we estimate that we're saving around 15 man-days per month thanks to the automated communication with internal and external stakeholders through ALM/Quality Center."

With plans to deploy a Continuous Integration/Continuous Development (CI/CD) pipeline using Jenkins for automation, the high quality of support from OpenText will help the company to resolve issues rapidly and continue to evolve its software development practices.

**Mr. Muhammad Selim Akhtar**, SoC Manager, Technology Operation concludes: "The service from the Micro Focus (now part of OpenText™) team is excellent, with fast responses and close tracking of any tickets we raise. As a fast-growing company, we rely on strong support so that we can focus on business issues without worrying about technology."

Learn more at  
[www.microfocus.com/opentext](#)



#### Integrated 3rd party applications

- Grafana
- Jenkins
- Jira
- Kibana

#### Development environment

- On-premises

#### Development methodology

- Hybrid Waterfall/Agile
- CI/CD