

The Truth is in Here—Busting ALM/Quality Center Myths

The need-to-know about how
ALM/Quality Center continues to
innovate and deliver value.

Investment in ALM/Quality Center?

Check.

World-class test management tool?

Check.

But do you have all the facts?

Thousands of organizations use OpenText™ ALM/Quality Center, so you are in good company.

You have likely invested considerable time and knowledge to train users and tailor the product for your business needs.

But you are also the target of our competitors' dubious claims about ALM/Quality Center's capabilities and longevity. It is time to set the record straight.

OpenText believes in ALM/Quality Center and we have consistently added new capabilities spanning user productivity, reporting and analytics, agile and DevOps integrations, cloud experience, administration, and security.

That's why we continue to be top-rated on third-party review sites—and why you are a target for misinformation.

This ebook busts eight common myths and highlights the recent innovations that make leveraging ALM/Quality Center a good business decision today, and in the future.

ALM/Quality Center Myths

- Myth 01 It's only relevant in waterfall projects.
- Myth 02 It won't integrate in my modern toolchain.
- Myth 03 The client only works with Microsoft® Internet Explorer.
- Myth 04 Reporting features are complex and look outdated.
- Myth 05 The user interface is difficult to navigate.
- Myth 06 It does not satisfy modern security needs.
- Myth 07 It can only be deployed on premises and is difficult to maintain.
- Myth 08 It is expensive compared to low-cost alternatives.

Myth 01

It's only relevant in waterfall projects.

Fact

ALM/Quality Center supports quality aspects across methodologies.

Enterprise teams often use different tools or methodologies. However, moving QA teams between them takes time, costs money, and risks recreating unnecessary processes or assets.

As your methodologies change based on different projects or over time, ALM/Quality Center offers continued support of all quality aspects.

ALM/Quality Center includes synchronization capabilities through OpenText™ Micro Focus™ Connect, which enable users to connect to popular agile planning tools, such as Atlassian® Jira®, Microsoft® Azure® DevOps, Broadcom® Rally®, or Digital.ai® Agility.

The intuitive interface simplifies creating and managing connections between different tools, projects, and criteria, leaving teams free to determine the best approach based on needs and preferences.

ALM/Quality Center also has plugins to directly integrate with Jira or Azure DevOps, so that development teams using any of these tools can see quality status data from ALM/Quality Center, within the UI of their agile planning tool.

The multiple benefits of synchronization:

- Keeps your QA teams in the same tool even when other tools differ by team.
- Normalizes data across different projects and instances.
- Leverages existing investments and assets even as your processes change.
- Increases collaboration by correlating different fields between the tools.
- Delivers complete visibility as data flows seamlessly and stays up to date.

Ready to transform your practices to a full scaled Agile or DevOps approach? Use ALM/Quality Center alongside OpenText™ [ALM Octane™](#). While the tools are similar in their quality focus, ALM Octane aligns Agile and DevOps development and testing processes to improve the flow of work throughout the software delivery value stream. You can take it one step further by migrating to OpenText™ [ValueEdge™](#) platform. Take advantage of a fully integrated, end-to-end DevOps cloud platform for modern capabilities like AI and LLM powered software delivery, value stream management, and model-based testing.



Integrating ALM/Quality Center and Octane enables our customers to simultaneously manage Agile, Waterfall, and Hybrid development projects, reporting on KPIs throughout via a visual scorecard.

David Hand

Assistant Vice President, Orasi

Get ALM Test Management Extension for Azure DevOps.

[From Azure DevOps marketplace ›](#)

Learn how Orasi uses ALM to help their clients with hybrid development.

[Read the full story ›](#)

Get ALM Test Management Jira Plugin now.

[From AppDelivery marketplace ›](#)
[From Atlassian marketplace ›](#)

Myth 02

It won't integrate in my modern toolchain.

Fact

ALM/Quality Center integrates into your preferred third-party, open source, and cloud-based solutions.

ALM/Quality Center continues to add capabilities that help tool managers support the solutions practitioners use today and what they'll use tomorrow. [It fits well into a toolchain.](#)

OpenText [Micro Focus Connect](#) synchronizes data and relationships between products and lowers administrative costs by replacing point-to-point integration with a single integration hub and connector framework.

It is free for customers with an active support and maintenance agreement. Smart synchronization capabilities introduce full transparency and traceability into software delivery across teams, projects, and locations.

ALM/Quality Center also incorporates data from Jenkins® CI pipelines into the application delivery process. The [Application Automation Tools plugin](#) integrates a wide range of the best third-party and OpenText products via Jenkins.

It supports OpenText™ UFT and OpenText™ LoadRunner™ tests, and leverages automated tools and frameworks such as Selenium®, Apache® JMeter™, SonarQube®, and even homegrown tools. Because [results are automatically pushed to ALM/Quality Center](#), traceability and visibility across all tools and testing activities enables faster analysis of quality and progress.

The tight integration between ALM/Quality Center and ALM Octane (or ValueEdge) supports evolving Agile and DevOps practices.

Use [ALM Test Runs Injection for ALM Octane](#) to run tests in ALM/Quality Center and automatically inject test sets and test runs into ALM Octane.

Moreover, the integration with ServiceNow® enables the collaboration between development and operations departments, and brings broader visibility across application lifecycle. Leveraging the Microsoft® Teams integration, people across organizations work together more efficiently.



With OpenText Micro Focus Connect, application tests can be scheduled in ALM/Quality Center or, using APIs, ALM/Quality Center can trigger automatic test execution through our third-party tool, and still receive all test results. The results are attached to the original test case for full traceability across the two solutions.

Senior Test Engineer

Automotive solution provider

Learn how to use ALM/Quality Center in modern toolchains.

[Read the ebook ›](#)

Popular Third-Party Integrations

Atlassian® Jira®
ServiceNow®
Broadcom® Rally®
Digital.ai® Agility

Microsoft® Azure® DevOps
Microsoft® Excel®
Microsoft® Teams
Google® Sheets
IBM® DOORS®

JUnit, NUnit
SonarQube®
Selenium®
Apache® JMeter

Myth 03

The client only works with Microsoft® Internet Explorer®.

Fact

ALM/Quality Center works across multiple browsers and devices.

Users and administrators can choose from a variety of client options that fit different use cases and needs:

1. [ALM Client Launcher](#) runs on any Windows machine and doesn't have an Internet Explorer dependency. It can be deployed via a Windows Installer and greatly reduce administration overhead. It runs the ALM Desktop Client in place of Internet Explorer, preserving all functionality, including Lab Management and Site Administration. ALM Client Launcher is the recommended way to work with ALM/Quality Center.
2. [ALM Web Client](#) is a lightweight web interface with release management, requirement management, test plan, test lab, test runs, defect management, dashboard view, and workflow customization functions. It has a simple and modern UI, providing friendly and productive user experiences. The interface supports all popular browsers, including Google® Chrome®, Mozilla® Firefox®, Apple® Safari®, and Microsoft® Edge.

3. [ALM Quality of Things \(QoT\)](#) enables offline application testing in remote or isolated, controlled environments so you can run tests anywhere and sync the results later. This tool supports Apple® or Android® tablets, and any Windows® tablet or PC.
4. [Microsoft® Edge-Internet Explorer Compatibility](#) is your alternative if you need to keep working in the old style.
5. [Web-based Site Administration](#) completely replaced the legacy version on Internet Explorer. It enables ALM/Quality Center site administrators to do their work from anywhere and any browser with full admin functionality.

Lift the hood on ALM Client Launcher. Take the usage and functionality video tour.

[Watch the video ›](#)

See how ALM QoT helps conduct tests on or offline, against IT or non-IT systems, on a portable device.

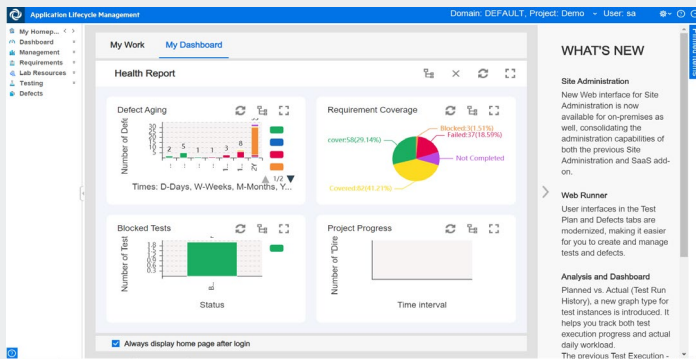
[Watch the video ›](#)

Learn more about ALM client options.

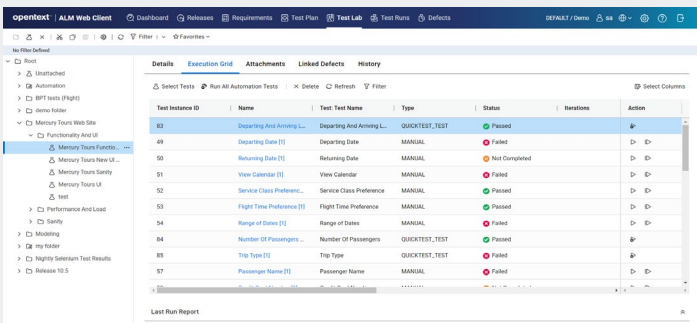
[Read FAQ ›](#)

Choose from multiple client options

ALM Client Launcher lets you run all functions of ALM Desktop Client on Windows without IE dependency.



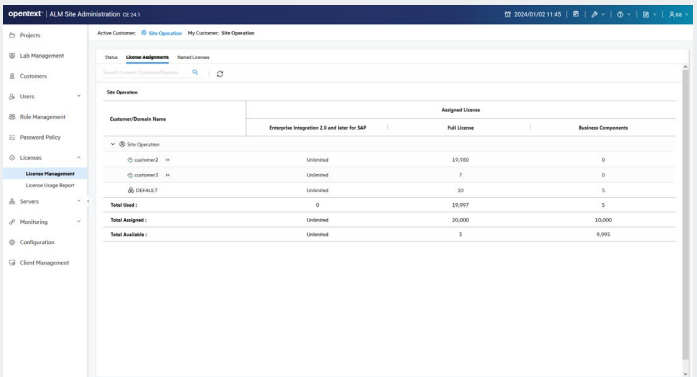
Use ALM Web Client to plan, create and execute tests, manage defects, and access dashboards from any browser.



ALM Quality of Things supports Apple or Android tablets, and Windows devices.



Site Administration is now web-based, giving administrators a superb experience and more choices of work environments.



Myth 04

Reporting features are complex and look outdated.

Fact

ALM/Quality Center's reporting framework has a modern look and feel, offers advanced analysis, and a richer set of graph types.

The redesigned reporting experience simplifies status tracking and displays quality metrics, requirements coverage, and trends over time.

The new interface is a clean and intuitive experience and provides a rich set of built-in graph types, with new options for data filtering and advanced analysis.

A new composite graph feature correlates entities across multiple releases. The Planned vs Actual graphs not only show execution progress, but they can also analyze testing workloads. And the Cycle Time and Anomalies graphs show you bottlenecks in testing processes.

Looking for visibility and control of project progress and health? The new health reports offer out-of-the-box key metrics, while the report dashboard has templates that can be deployed over multiple projects. The Quality Insight KPI cards let you monitor against your testing goals.

Wizards now guide users step-by-step through the process of creating custom reports and charts, without needing scripting or query language expertise.

Organizations that require more advanced analytics can export ALM data to BI or ETL tools (such as Microsoft® PowerBI and Salesforce® Tableau®), through the oData feed.

Using an official REST API, you can also create a client application to retrieve data from ALM server and do your own analysis or feed them to another analytical tool.

In ALM/Quality Center roadmap, reporting and analytics is an important area. That's why we constantly work on new capabilities to include with each release.



Important data within the testing lifecycle is now in a single place and we have access to the live status of every test. Overall, we've seen a drastic increase (up to 30%) in the efficiency of testers along with a fall of defects over a period.

Shinu Thulaseedharan

Senior Test and Quality Manager
Vodafone Qatar

[Case study ›](#)

Redesigned experience

- Modern appearance
- Improved wizards
- Built-in data filtering

Advanced insights and data

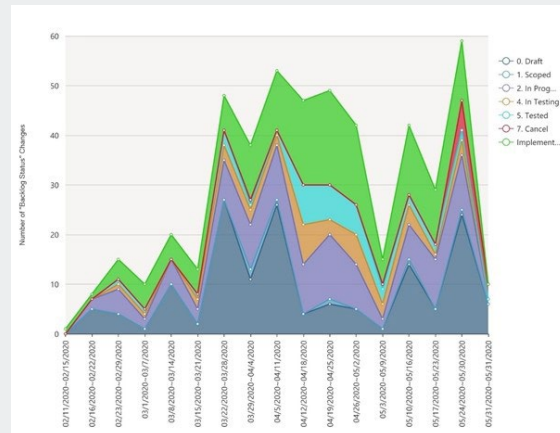
- Comprehensive health reports
- Composite graph types
- Quality Insight executive dashboard

Additional Features

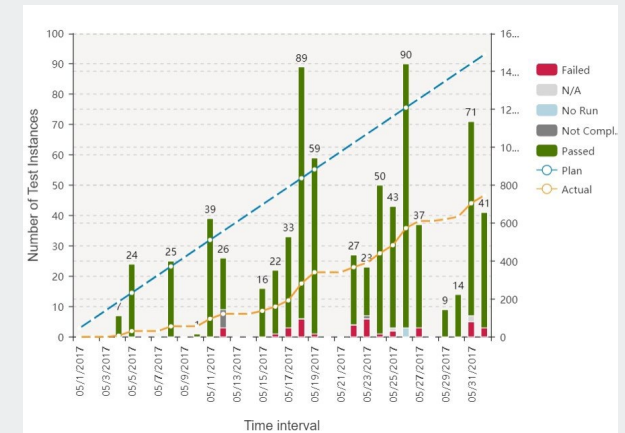
- Export and analyze data in Microsoft® Excel®
- Share dashboards and reports as templates

A clean and intuitive reporting experience

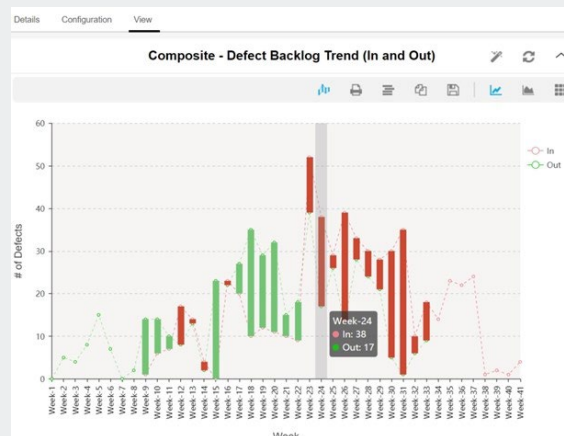
Graph analysis reporting includes a refreshed look and feel and advanced customization options.



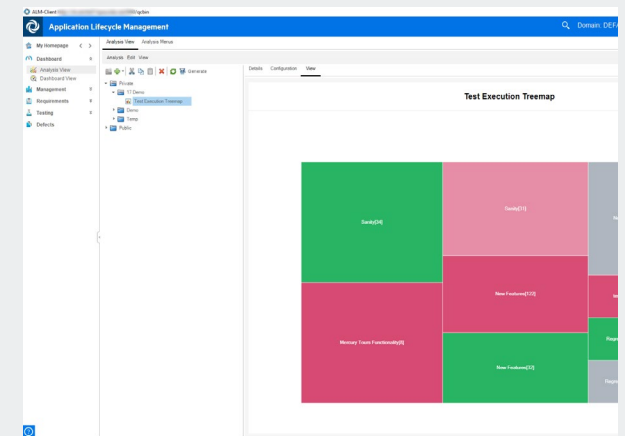
Monitor and manage actual versus ideal test execution progress within a defined test scope and time duration.



Use new composite graphs to simultaneously view and compare data among two or three graphs.



Test Execution Treemap intuitively presents the status and scale of each test set. You can instantly notice problematic areas and drill down.



Myth 05

The user interface is difficult to navigate.



ALM/Quality Center presents a beautifully organized interface: we can see the exact status, and drill into reports to determine the root cause of issues. We also export data into Excel so that we can create additional graphs. All testers around the globe use ALM/Quality Center to report on their activities, so we always have an up to-date view of status.

Spokesperson

Major Automotive Systems Manufacturer

Fact

ALM/Quality Center is now easier to use and includes new productivity-boosting features.

ALM/Quality Center's latest releases introduced a modernized user interface, new features that boost productivity, and differentiated, role-based experiences.

Web Client provides superior user experience and increases focus with filtering, grouping, and favorites. Instead of searching for work items every time you need them, save views into favorites and put all the information you need at your fingertips.

In Desktop Client, My Homepage welcomes individual users every time they sign in. It displays a personalized to-do list of open work items and recent updates and a personal dashboard to ensure users quickly understand the status of their own work. The "Shared Overview" allows project managers or team leaders to share their personal overview with the team to facilitate communication.

New filtering and sorting options improve day-to-day productivity by enhancing report drill-downs, zooming capabilities, and more.

The client options available in ALM/Quality Center enable multiple roles to work smarter:

- Managers can check dashboards in Web Client or via URL or email without using an ALM client. Or use the [ALM Dashboard Mobile App](#).
- Testers, including anyone conducting business-process testing, can use Web Client and Quality of Things (QoT) for a more intuitive experience.
- Even non-Windows users can use ALM Web Client to perform most of the common tasks on releases, requirements, test plan, test lab, test runs, and defects.
- Site administrators now get more flexibility and productivity with a newly design web-based user interface.

Learn how İşbank keeps critical errors out of production banking systems and increased speed in development.

[Read the full story ›](#)

Myth 06

It does not satisfy modern security needs.

Fact

ALM/Quality Center supports modern security and regulatory requirements for most enterprises.

While OpenText routinely updates ALM/Quality Center with security improvements, new, additional capabilities make it a perfect fit when meeting strict regulatory requirements is a necessity.

ALM/Quality Center now supports single-sign-on (SSO) access via SAML 2.0 or OpenID so you can leverage existing SSO implementation to authenticate users.

API key authentication also provides a secure authentication mechanism. The ALM site administrator generates and manages the list of keys and the application is always limited by the user's permissions.

You can also instruct ALM to hide specific records that a user group can view. Administrators can hide records related to defects, libraries, requirements, business components, resources, tests, and test sets.

This protects data integrity by preventing any changes and allows users to work on the same project without exposing sensitive data.

User-related operations are logged and stored in a log file. The audit trail ensures that you can track administrative permissions, users assigned or removed from projects, authentication details, API key creation failures, and any changes executed by users to the different entities within ALM.

For regulatory compliance [ALM e-Signature](#) drives a paperless yet full traceable and auditable process where ALM entities can be electronically signed after every human interaction, rejection, or approval. [Content packs](#) provide dedicated support for various processes around GDPR, CCPA, and POPIA.



Although our paper-based test processes worked, it would be time-intensive to deliver the required information during authority inspections. Now, our transparent system shows our inspectors we are in control of our processes and fully confident in the information we share.

Per Bischoff Kristiansen
QA IT Compliance Specialist

Learn how Xellia Pharmaceuticals meets strict regulatory compliance guidelines.

[Read the full story ›](#)

Learn how to setup SSO in ALM/Quality Center.

[Watch the video ›](#)

See use cases in regulated industries.

[Visit the web page ›](#)

Myth 07

It can only be deployed on premises and is difficult to maintain.

Fact

ALM/Quality Center is easy to adopt with cloud-based options and simplified upgrades.

You may think ALM/Quality Center can only be run on-premises. In reality you now have greater flexibility in how you deploy and license the solution.

Deploy it your way. Minimize infrastructure needs with on-premises and cloud-based options. Host it yourself on popular cloud platforms, such as Amazon® AWS®, Microsoft® Azure®, or Google® GCP® or take advantage of OpenText Software-as-a-Service (SaaS).

[OpenText Software-as-a-Service](#) enables customers to get up-and-running quickly through fast provisioning and the assurance of always staying current with the latest releases and upgrades. You can quickly adjust SaaS consumption, and only pay for what you need, when you need it.

[OpenText SaaS Flex](#) allows you to consume your ALM/Quality Center and other OpenText products as and when you want. SaaS Flex offers you flexibility and value, without the risk of a fixed contract.

Rather than locking you into a fixed-term configuration and a rigid contract for each SaaS product, SaaS Flex lets you adapt your SaaS usage to your evolving business needs.

Manual upgrade activities can be time-consuming and complicated. [ALM Robot](#) streamlines and automates these activities, enabling you to process a selected number of ALM projects in parallel. With automated assistance, customers have been able to upgrade over a few days, and in some cases, overnight.



When we were on premises, every upgrade would require going to tender with an external partner. With the ALM/Quality Center SaaS, those costs are gone, and the whole process is fast, easy, and secure.

Gunjan Arya

Manager Information Systems
Zebra

Learn how Lufthansa standardized processes without accruing high internal costs for IT.

[Read the full story ›](#)

Don't miss the competitive advantages you can gain by moving to ALM/Quality Center on SaaS

[Read the brochure ›](#)

Myth 08

It is expensive compared to low-cost alternatives.



ALM/QC covers essentially all our needs across the full lifecycle of our SAP software, from requirements to test planning, execution, defect management, and KPI reporting. It remains our preferred choice because of its auditing capabilities, its extensive reporting capabilities, and the reusability of the artifacts we create.

Spokesperson

Global consumer electronics company

Fact

ALM/Quality Center is designed for enterprise organizations where scalability, flexibility, and advanced features are important.

Functionality and scalability are directly related to cost, so enterprises are shifting from siloed practices to a standardized and scalable approach. ALM/Quality Center supports integration and collaboration across different teams and projects, offering a superior total cost of ownership compared to lower-cost alternatives. In short, consider long-term cost effectiveness, not just up-front licensing costs.

Unlike other tools, ALM/Quality Center includes advanced test versioning, asset baselining and sharing, cross-project customizations, advanced reporting, and offline testing. These capabilities surpass basic testing, minimize rework, and enable different roles to participate in a comprehensive testing practice.

The scalable platform offers limitless user numbers, test runs, and data storage. ALM/Quality Center delivers concurrent usage and integration across software development ecosystems to support complex projects and regulated environments.

By the numbers: Proven value from ALM/Quality Center

- **60 percent efficiency increase.** Reduce labor intensity and cost through automation.
- **60 percent increased test coverage.** Remove gaps in testing and minimize defect leakage.
- **55 percent reduced production defects.** Improve communication to cut defects and remediation time.
- **75 percent automated reporting.** Reduce time spent on manual report preparation.

** Based on value management analysis with OpenText customers.*

ALM/Quality Center recognized as a leader in GigaOM Radar for RSML

[Read the report ›](#)

Learn how this company kept its complex strategic SAP® rationalization project on track for success.

[Read the full story ›](#)

So, once the myths are busted, what does that leave? Legendary technology that continues to support quality application delivery.

If you are ready to take advantage of these improvements, it is time to upgrade. Either do it yourself, get free advice from our upgrade experts, or engage with [Professional Services](#) or [certified partners](#) to do the work for you.

If you are ready to move to the cloud, you can even upgrade and transition your on-premises implementation to our Software as a Service offering.

Or if you are ready to transform to a full Agile, DevOps or Value Stream Management approach, migrate to ALM Octane or [ValueEdge Platform](#).

Feel free to share this with colleagues to increase industry understanding of what ALM/Quality Center can really do. It's good to be on the same page.

Interested in learning more about ALM/Quality Center?



[Explore benefits and capabilities ›](#)



[Find answers to your upgrade questions ›](#)



[Learn more about our cloud capabilities ›](#)



[Get assistance with your upgrade ›](#)

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