JIRA ALIGN CASE STUDY

Dimension Data South Africa

Introduction

This case study of Dimension Data South Africa is based on a February 2019 survey of Jira Align customers by TechValidate, a 3rd-party research service.

> "Allows top to bottom transparency, ease of use, and enables client-driven results."

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Jira Align:

- Decided to look for a new Enterprise Agile Planning tool for the following reasons:
  - Because they needed a tool to support SAFe or other scaled agile framework
  - To gain visibility above the team level
- Vendors evaluated before choosing Jira Align:
  - IBM Rational

Use Case

The key features and functionalities of Jira Align that the surveyed company uses:

- Integrates the following tools with Jira Align:
  - Jira
- Level of agreement that Jira Align is:
  - Designed to let the teams use the tools they want without any disruption to their work in process: strongly agree
  - Built for scale: strongly agree
  - Transformative: very strongly agree
  - Outcome driven: very strongly agree
- Jira Align's capabilities compared to the competition:
  - SAFe Support: best in class
  - Project and program portfolio: best in class
  - Product roadmapping: best in class
  - Integration w/3rd party tools: best in class
  - Scrum team support: best in class

Results

The surveyed company achieved the following results with Jira Align:

- Jira Align capabilities compared to the competition:
  - Performance: significantly better
  - Ease of use: best in class
  - Reliability: best in class
  - Scalability: best in class
  - User interface: best in class
- Confirmed that it took 1 – 3 Months to realize benefits from Jira Align after implementation was complete.
- Operational benefits their organization realized following the implementation of Jira Align:
  - They were able to create consistency/collaboration across the organization
  - Top to bottom visibility and transparency
  - Reduced manual reporting/labor
  - Improved customer satisfaction
- Agreed that Jira Align increased the productivity of their software teams by 30-40%.

Company Profile

Company:
Dimension Data South Africa

Company Size:
Large Enterprise

Industry:
Computer Services

About Jira Align

Jira Align® delivers the most comprehensive software solution available for scaling Agile to the enterprise. Jira Align transforms the way organizations enable and manage Agile productivity across their enterprise, portfolios, programs and teams by aligning business strategy with technical execution. The Jira Align platform combines sophisticated planning, analysis, forecasting and visualization with robust, multi-level collaboration and management. Designed to be open, the Jira Align platform compliments and extends existing Agile tools, methods, and processes and can be deployed through the cloud or on premise. Jira Align customers get the best Agile solution on the market and benefit from a platform that is specifically designed to scale enterprise wide.

Learn More:

 Atlassian

 Jira Align

Source: Darryl Perumal, IT Specialist, Dimension Data South Africa