J.B. HUNT

"With Polarion ALM, our management of application development and changes has become much more collaborative, transparent and actionable."

The Customer

J.B. Hunt Transport, Inc. (J.B. Hunt), a Fortune 500 company, is one of the largest transportation logistics companies in North America. The company has 577 locations nationwide, and employs a workforce of over 20,000 employees. Among J.B. Hunt's distinct differentiators, innovation, safety, and technology are at the top of their list.

HUNT FOR CONSISTENCY

J.B. Hunt's customers, suppliers, and employees consistently push the company to create new value through greater automation, improved visibility and enhanced information. In this context, it became apparent to the organization the existing approach to application development had opportunities for improvement. Their process of managing the application lifecycle involves many systems, including both internally built and third party applications, which are not used consistently by all development teams. The resolution of the following challenges became a priority:

- Developer task assignments and priorities were kept in different sources, often without developer access to accurately detail work estimates and progress.
- Information about application changes was not readily available, with changes shared across documentation on file systems, email discussions, instant messages, wikis, and other content management systems.
- Requirements and defects could not be tracked consistently across all teams, as they existed in multiple locations.

EVALUATION PROCESS

Guided by the business strategy to invest in technology and process improvements in order to maintain a highly efficient and effective business operation, J B Hunt put a team in place to perform a technical assessment of the top rated Application Lifecycle Management (ALM) tools in the industry.

Express goals were the improvement of software quality, developer productivity, and project estimations. This was to be achieved by adding visibility, accountability, consistency, and collaboration to the development process. Another top objective was to eliminate information silos and provide a single go-to source. Last but not least, the team also set out to retire other sources of managing requirements and defects.

After six months of researching enterprise solutions and conducting a proof-of-concept across multiple open source proprietary and hosted SAAS tools, the assessment team selected Polarion ALM. Main reasons included structured processes and intuitive multi-lateral linking supported by Polarion enable comprehensive management and traceability of all application changes, at any point in time, across the entire IT department.

Furthermore, J.B. Hunt liked that they did not have to adjust their processes to a new system, as Polarion's flexibility supports a high degree of configuration customization that accommodates Agile and Waterfall methodologies. Finally, cross-team collaboration and information sharing in real time via up-to-date reports, wikis and dashboards provided by the centralized system won the team over.

Environment

431 users
1 location (US)

System Specs

- Used for application development
  - Virtualized with VMware ESX
  - 1 core socket (6 virtual sockets) 9.73 GHz
  - 12 GB RAM on Production server
- 3 servers (1 prod, 1 Test, 1 License coordinator) - have a dev box available for testing stand-alone upgrades.
- 40 projects (19 loaded)
- 316,162 files, 327 folders
- 4.15 GB production repository size
- 8939 workitems

Products

Polarion ALM, PRO, and QA

PILOT ROLLOUT

Once Polarion ALM was chosen, a core group was tasked with a pilot, before making the tool generally available across the entire IT department. Four development teams participated, representing a good cross-section of the Applications Development department.

The pilot teams were eager to leverage Polarion's centralized and highly granular functionality where work items improve task assignments, priorities, and monitoring on a much more detailed level than is possible in a project plan.

Success of the pilot was attributed to providing visibility and transparency to software development projects that did not exist before. For example, managing requirements and defects together and their relationship to software releases. Another example is the establishment of links between source code and the business or technical reason for that change.

However, after careful consideration, J B Hunt decided not to use Polarion Test Suite, but to stay with the current quality management system and integrate it with Polarion.

SOLUTION BENEFITS

Polarion won over the four pilot teams as a complete ALM solution that catalyzes collaboration through visibility into all related information and the ease of best practice exchange. Their management of application development and changes has become more collaborative. Additionally, communication with offshore resources regarding software development activities improved tremendously.
Specific aspects that received high marks include:

- Full visibility of developer tasks and priorities, plus views into future tasks to enable better planning.
- Intuitive collaboration workflows with work item notifications to provide accelerated task progression.
- Intuitive UI combined with hands-on training alongside an experienced Polarion instructor to ensure the team-by-team roll-out is successful.

FUTURE GOALS

Development team members are looking forward to reviewing and prioritizing requirements and defects together with business stakeholders. Also in the pipeline, is to share progress on software development projects with business counterparts, and possibly allow business stakeholders to contribute requirements and/or defects directly into Polarion. In this way, representatives from Application Development, QA, PMO, and IT Management can collaborate smarter, faster, and more effectively.

About Polarion

Creators of the world's fastest enterprise scale web-based ALM solution, the success of Polarion Software is best described by the hundreds of Global 1000 companies and over 1 Million users who rely daily on Polarion's Requirements Management, Quality Assurance and Application Lifecycle Management solutions in their business processes. Polarion is a thriving international company with offices across Europe and North America, and a wide ecosystem of partners world-wide.
For more information, visit www.polarion.com.

About J.B. Hunt

J.B. Hunt Transport, Inc., a Fortune 500 company, focuses on providing safe and reliable transportation services to a diverse group of customers throughout the continental United States, Canada and Mexico. Utilizing an integrated, multimodal approach, the company provides capacity-oriented solutions centered on delivering customer value and industry-leading service.
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