



>>> PleaseReview assists in helping ensure the Company's processes meet CMMI best practices

Company overview

Headquartered in Silicon Valley, California, Altera Corporation (NASDAQ: ALTR) provides programmable solutions for system and semiconductor companies worldwide. With 3000 employees in 19 countries, Altera's global customer base ranges across a number of different sectors, from communications and networking to industrial, automotive and defense.

The challenge

“We needed a cost effective solution that would resolve our key issues of managing the review from a single location whilst at the same time allowing those involved to see what others have commented upon.

Vicki Mitchell

Director, SoC Software, Altera

Altera's Software Development team develop software for the company's embedded processors. A significant amount of supporting documentation is produced, including software and architecture specifications and functional design documents. Until 2014, the team would share these documents for review by emailing them around.

Alternatively individual reviewers could access them from SharePoint, their content management system. When required, bugs and other issues would be logged and tracked in an Excel spreadsheet which the author would have to maintain and co-ordinate.

Whilst this manual mechanism was far from satisfactory, the team also found it challenging to keep track of the documents, and managing the many comments and edits that came from the multiple reviewed copies. Reviewers themselves were frustrated that they could not see what others had commented on and had no easy way to provide feedback.

The solution

Altera is currently undergoing a CMMI (Capability Maturity Model Integration) assessment, to ensure their processes match CMMI best practices as well as to meet certain contractual customer requirements. It had been determined that their document review process required a significant upgrade to achieve required maturity levels. As a result, the company researched possible tools and enquired internally about what other groups in the organization were using. Following an analysis of features and cost, Altera approached PleaseTech via their website and requested a product evaluation.

“ Our review process is now so much more efficient. PleaseReview helps us get documents completed faster and communication is so much easier. Users find it a familiar and comfortable tool to work with and there is no more confusion with multiple comments on the same topic.

Vicki Mitchell

Director, SoC Software, Altera

PleaseReview was selected as it was both cost-effective and the best match for their new process definition. The system was set up on a pilot server, then introduced to the team and tested on selected documents for six months.

By using PleaseReview for a specific project Altera were able to adapt the process for use across their world-wide WAN and also to determine how many user licenses would be needed going forward. Following this period, the team assessed the benefits experienced versus their previous method of emailing documents for review. The results were decisive and PleaseReview was subsequently incorporated into the software engineering group's new process.

The results

Twelve months on and the team are finding the whole review process much more efficient. Documents are turned around far quicker and communication has seen an all-round improvement. The 80 licensed users of PleaseReview find it easy to use whilst document authors find the transparency of the system helps them better manage the review by providing quick access to the status of each participant.

Managing multiple comments and easily tracking activity on the review has also been widely appreciated whilst the review metrics make it far easier to monitor participation and resolve any outstanding issues.

The team is confident that PleaseReview is helping significantly by ensuring their processes match CMMI best practices and the frustration of past practices are now a distant memory.

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