



Navigator Improves Reporting and Defect Tracking Capabilities for Software Development Company by Consolidating Defect Tracking Tools

Company: Major eCommerce Enablement Firm

Industry: Software Development

Capabilities Area: Project Management, Quality Toolsets

Business Challenge

Because of recent growth by acquisition, a major eCommerce pioneer turned to Navigator manage a project to consolidate 5 disparate defect tracking systems into one central defect tracking system enabling consistent processes across product lines as well as apples to apples reporting.

Why Navigator?

Navigator was able to provide a Project Manager familiar with the client environment and capable of leading the client's highest visibility project of the year. Navigator resources also provide superior project delivery skills that were critical to the project.

Navigator's Role

Managing the project from inception to final sign-off, Navigator was responsible for fully staffing the project and ensuring quality product delivery.

- Leading requirements gathering through implementation activities
- Managing consultants from several consulting firms and ensuring standard direction

- Coordination amongst Subject Matter Experts distributed globally
- Enabling consistent reporting and defect tracking across all product lines
- Leading the testing effort including User Acceptance Testing

Results

By teaming with Navigator to consolidate these disparate defect tracking tools, the client is now able to track internal and post-production product defects centrally and consistently across all product lines. Executives can also run reports for any product and compare that data against any other product. This functionality wasn't available in the past and now provides executives greater visibility into their internal statistics.

"Navigator has proven once again that they have the project management expertise and system implementation knowledge to lead and deliver large projects successfully."

- Manager, Engineering, 07/2008