

DATASHEET

Professional Services

Consulting and Advisory Services

From migrations, integrations, and tune-ups to consulting on workflows and configurations, we offer a wide range of services that enhance your investment in Helix ALM. An expert consultant will collaborate with your team to gain a detailed understanding of your unique environment and business objectives before providing you with services that accelerate your success.

Key Benefits

- **Simplifies your overall experience** and supercharges your ROI with Helix ALM
- **Provides unmatched expertise** to help you tackle critical projects, improve workflows, and solve key challenges that are holding you back
- **Saves you time and reduces risk**, freeing your team to focus on what matters most to them while the pros from Perforce help you accelerate time-to-value
- **Optimizes outcomes for today and the future** through proper configuration, tuning, process automation, and more

Migrations and Data Conversions

Remote or on-site (customer responsible for travel costs)

We can help you replace your existing test management, issue tracking, or requirements management solution — whether for a single team or across the entire company.

Migration services commonly include:

- Exploring migration strategies, which vary based on legacy system
- Additional temporary licenses for smooth migrations
- Retooling for automation

- Porting systems integrations with defect trackers, workflow management systems, etc.
- Project planning, environment planning, and management support
- Support during migration

Additionally, we can develop the scripts and processes needed to migrate your historical or legacy data into Perforce products. Whether you are currently tracking data in a spreadsheet, a database, or an enterprise-level application, we can help you easily convert your data.

Examples of legacy platforms we can migrate include:

- Azure DevOps/TFS
- Bugzilla
- Excel or XML imports
- FogBugz
- Jama
- Jira
- MicroFocus ALM/HP ALM/QC
- Polarion
- Rally
- Ranorex
- SpiraTest
- TestRail
- Zephyr

Integration Services

Remote

Integrating your existing business tools with Perforce solutions is a great way to simplify the exchange of data between departments and business units, which will save you time and reduce errors.

After we review your business applications and discuss the benefits you will gain by integrating tools, we will work with you to:

- Define requirements and outline the deliverables
- Provide a formal quote and delivery timeline, ensuring there are no surprises
- Schedule user acceptance testing in your environment to ensure the application meets your requirements
- Deploy the application in your production environment and answer any questions you may have

At the end of the project, you will receive detailed documentation that includes how to install, configure, and maintain the application, as well as any source code or other deliverables produced during the project.

Examples of integrations include:

- Jira
- Slack
- Test automation tools
- Source control tools
- Running Helix ALM in a cloud-hosted environment

Helix ALM Tune-Up

Remote or on-site (customer responsible for travel costs)

Ensure your environment is up-to-date, properly configured, and your teams are taking full advantage of automation and advanced workflows. We will work with you to define your unique requirements and assist you in configuring Helix ALM to best support your team. In a Tune-Up session, we typically focus on one or more of the following topics:

SOFTWARE UPGRADE

Upgrade your installation with minimal or no downtime. As part of the upgrade, a Perforce product expert will provide mentoring to administrators and superusers on Helix ALM's newest features. Upgrade time is also a perfect opportunity to review your current installation environment and look for ways to improve Helix ALM performance.

PERFORMANCE TUNING

Our product experts review your current installation environment and make recommendations to optimize product performance and ensure recoverability in the event of catastrophic failure. Every day, Perforce consultants help customers determine when to move to an RDBMS, verify that data backups are valid and restorable, and improve performance for end users around the globe.

WORKFLOW OPTIMIZATION

Processes change as your team finds better ways to work. Has your Helix ALM workflow kept up? Ask a Perforce consultant to meet with your team to learn more about your current processes, recommend best practices where applicable, and then configure Helix ALM to match those processes.

PROCESS AUTOMATION

Take advantage of new process automation and notification features in recent Helix ALM releases. We can help you automate the movement of work items through the workflow and optimize notifications so the right people are informed of changes at the right time — boosting team efficiency and communication.

ROLE-BASED PERMISSIONS

Role-Based security groups improve security and can boost product usability. If you haven't considered your security permissions recently, a Perforce consultant can create a set of security groups for the unique user roles in your organization, helping you optimize security and usability.

REPORTING ENHANCEMENTS

If you are new to ALM RP dashboards, we can configure a dashboard that helps you quickly gauge Helix ALM project status, monitor key performance metrics, meet development deadlines, and deliver a quality product. We can also build queries to extract reporting data for use with an external system.

DATA CAPTURE

Engage with our experts where we will consult with you to fully understand what data you need to capture, recommend when and where in Helix ALM to capture that data, and make the necessary configuration changes to ensure you have accurate and usable metrics.

If you answer no to any of these questions, ask about a Helix ALM Tune-Up!

- Do you have time to plan and implement a Helix ALM upgrade?
- Are you enhancing your workflow processes with automation rules?
- Are you organizing projects, prioritizing work, and gauging project progress with folders?
- Are you using calculated fields to measure team performance, without the need for Excel?
- Have you configured Live Charts to get real-time insight into project status?
- Are you tracking project estimates and time, and reporting on it effectively?
- Have you optimized data capture and sharing across defects, tests, and requirements?

Consulting Services

Remote or on-site (customer responsible for travel costs)

Looking for strategic advice or services not mentioned above? Based on our years of experience helping customers in their real-world environments, we have the knowledge and expertise to help you solve challenges, optimize your processes, and save you considerable time and effort.

WORKFLOW AND PROJECT/COMPLIANCE CONFIGURATION SERVICES

Based on your internal processes and procedures, we can help you meet your development and quality assurance requirements. A Perforce consultant can work with you to create forms and workflows that are tailored to your processes and policy requirements.

Additionally, through optimized workflow configurations, we can help you get the most out of Helix ALM's compliance features. Our team will help you implement specific items relating to your environment, including:

- Creating a traceability matrix
- Importing/exporting MS Word documents
- Exporting documents to match required outputs
- Configuring/using electronic signatures
- Enforcing enhanced compliance rules
- Activating and ensuring auditing and other compliance goals

We can assist with the configuration of Helix ALM for regulated industries* such as:

- FDA 21 CFR Part 11 and 820
- Risk management methods
- ASIL and other industry-specific standards
- ISO and IEC standards
- DO-178B/C

**Note: While we assist in configuring for parts of the ISOs/IECs, we do not ship a validated project out of the box.*

CUSTOM REPORTS

If you have specialized management reporting needs — from preparing reports in Excel or Crystal Reports to web pages using ASP or JDBC — we can create complex reports or interactive web pages that deliver the data you need.

Get Started Today

Our professional services team is here for you to consult on any project, large or small. Contact our service teams via the form on our website or email our experts — we'll be happy to review the specifics of your project or consulting needs.

CONTACT US

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